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MAJOR CRIME VICTIM'S PERCEPTIONS OF THE SAN BERNARDINO
COUNTY DISTRICT ATTORNEY'S
OFFICE

A Project
Presented to the
Faculty of
California State University,
San Bernardino

In Partial Fulfillment
of the Requirements for the Degree
Master of Arts
in
Interdisciplinary Studies

by
Marilynn Jean Kimball

June 2004

MAJOR CRIME VICTIM'S PERCEPTIONS OF THE SAN BERNARDINO
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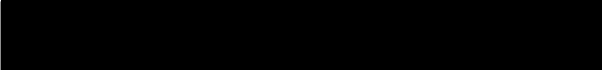
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3-9-04
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ABSTRACT

The purpose of this study was to gain a better understanding of perceptions crime victims have of the San Bernardino County District Attorney's Office. This project focused on crime victim's perceptions of communication channels and service delivery at the San Bernardino County District Attorney's Office.

This research is based on a victim survey used for primary data collection. A literature review of various issues in victimology was used as secondary data. The researcher also based some of the study findings on impressions developed as a participant observer in the criminal justice/victim services field over the last 20 years.

Victims of violent crime have frequently expressed dissatisfaction in not being kept informed about the progress of their criminal case. More importantly, they have not felt included as part of the prosecution team. Victims have reported that their cases have been adjudicated, dismissed, pleaded out, etc. without any input being sought out from them.

One underlying premise of this research is that if crime victims were given the opportunity to participate in

a customer satisfaction survey regarding their experience with the San Bernardino County District Attorney's Office, they would willingly participate and would welcome the chance to share their opinions.

A survey was administered to 100 crime victims. The survey was designed to assess perceptions crime victims had of the San Bernardino County District Attorney's Office.

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Lastly, I would like to offer special thanks to my husband, Mitch for his continuous support and encouragement. His love and understanding have made the completion of this project and my education at CSUSB possible. He is the love of my life.

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CHAPTER ONE

INTRODUCTION

We live in a society in which millions of people are robbed, raped, beaten, shot, or stabbed each year. The prevalence rates of violent crime document the enormity of this problem. In fiscal year 2002-2003 the San Bernardino County District Attorney's Office Bureau of Victim Services provided direct services to 4,570 new crime victims (San Bernardino County District Attorney's Office, 2004). Recent data from the National Crime Survey conducted by the United States Department of Justice show that there are more than ten million crime victims in the United States each year. According to a monograph by the U.S Department of Justice, every hour in America there are 2 murders, 28 rapes, 58 robberies, 103 neglectful or abusive acts towards children, 523 assaults and 1,540 thefts (FBI, 2002). Vulnerability to crime is made clear by recent studies that indicate that five out of six American citizens will be victims of violent crime at some point in their lives (Bureau of Justice Statistics, 2002).

Consider that when persons are victimized, they lose their "voice" in a figurative sense. They do not choose to

be victims and usually have little say in the matter. One of the questions that led to this research project was "Do victims have meaningful communication channels for their voices and messages to be heard so that they are empowered toward personal restoration?"

Most states, including California, provide victims with some level of prosecutorial consultation, however the extent of their participation varies widely from state to state. In no state is the right to confer interpreted as the right to direct the prosecution of the case or to veto decisions of the prosecutor.

In the San Bernardino County District Attorney's Office it is understood by attorney and Victim Advocate staff that the crime victim or the family of the crime victim have certain rights, one of those being the right to offer input on the criminal case and to be kept informed of case proceedings. It is also expected that the Deputy District Attorney will confer with the victim prior to accepting a plea, offering the victim the opportunity to comment on the agreement terms. All of these provisions are delineated in the California Victims Bill of Rights.

Are these rights being honored in the San Bernardino County District Attorney's Office? Are communication

channels open between attorney staff, victim advocate staff and victims?

Beyond compliance with The Victim's Bill of Rights, what about applying superior customer service delivery to victim clients? Why not use other creative business practices to ensure that victims' voices are heard throughout the prosecution of their case? By providing victims with a customer satisfaction survey regarding their experience with the San Bernardino County District Attorney's Office, a whole new channel of communication is opened up for victims to voice their opinions. Being offered an additional channel of communication provides victims with further empowerment to regain control of their lives.

In the past, many people in the Victim Services Community generally agreed that surveying crime victims would lack sensitivity and compassion. Customer service surveys were considered cold and impersonal, not something that should be forced on crime victims who just had the worst experience of their lives. It was also generally felt that victims would not respond to a questionnaire because they had already been through enough. Perhaps this was honestly felt or perhaps it was merely a way to continue

the same practices without risking negative customer feedback.

Whatever the case may be, out of 100 customer service surveys distributed to victims of serious felony crimes, 86 completed surveys were returned, full of opinions and rich anecdotal information.

A major purpose of this project was to understand the impressions victims had of the San Bernardino County District Attorney's Office. By learning more about what victim clients need and want, the office can work to improve communication channels and enhance service delivery.

CHAPTER TWO

REVIEW OF LITERATURE

Overview of Victimology

The concept of victim dates back to ancient cultures and civilizations. Its original meaning was rooted in the exercise of sacrifice – the taking of a person or animal to satisfy a deity (Karmen, 1990, pp. 8-9).

Over time, the word victim began to have additional meanings that included any person who experienced loss, injury or hardship due to any cause.

Today, the word victim is used broadly and in a variety of contexts. The word victim describes a wide range of human experiences: holocaust victims, accident victims, cancer victims, earthquake victims, crime victims and many others. Each of these conjures up visual images of suffering, devastation and often individual heroism or endurance in the face of powerful destructive forces (Karmen, 1990, pp. 13-17).

The common feature among all usages of the term victim is that an individual has suffered injury and harm by forces beyond his/her control for which he/she is not responsible.

The Oxford Dictionary defines victim as:

1. Someone who is put to death or subjected to torture or suffering by another.
2. A living creature slain and offered as sacrifice to a deity or as part of a religious sacrifice.
3. Anyone who is harmed by or made to suffer from an act, circumstance, circumstance agency or condition: victims of war.
4. A person who suffers injury, loss, or death as a result of a voluntary undertaking of his own scheming.
5. A person who is tricked, swindled, or taken advantage of; a dupe (Abate et al., 1997).

The term "crime victim" has been used to include a person, groups of people or entities who have suffered loss or injury due to illegal activity. The harm victims suffer can be financial, physical, or psychological (Bard & Sangrey, 1979).

For the purposes of crime victims' rights and services, the legal definition of "victim" generally includes the following:

- A person who has suffered direct, or threatened, emotional, physical or pecuniary harm as a result of the commission of a crime.

One of the first books written that discussed crime victims in detail was *The Crime Victims Book* (Bard & Sangrey, 1979). The authors attempted to define a crime victim, stating:

Every victim of crime is confronted with a brutal reality: the deliberate violation of one human being by another. The crime may be a murder or a rape, a robbery or a burglary, the theft of an automobile, a pocket picking, or a purse snatching – but the essential internal injury is the same. Victims have been assaulted – emotionally and sometimes physically – by a perpetrator who has shaken the world to its foundations (Bard & Sangrey, 1979, pp. 32-33).

Andrew Karmen, the author of *Crime Victims: An Introduction to Victimology*, gave a broad definition of victimology as:

The scientific study of victimization, including the relationship between victims and offenders, the interactions between victims and the criminal justice system, that is the police and courts, corrections officials, and the connections between victims and other societal groups and institutions, such as the media, businesses, and social movements (Karmen, 1990, p. 11).

The National Victim Assistance Academy discusses the growth of the crime victims' rights movement through the 1960s, 1970s and 1980s in their publication *History of the Victims' Movement*. Increased social and political attention was focused on the poor treatment victims received from the criminal justice system. The unacceptable and destructive practice of blaming the victim, suggesting that in some way the victim was partly or wholly responsible for their victimization, was exposed. Victim advocacy programs were developed to provide more compassionate treatment of victims.

In the last two decades, crime victim services and victims rights have expanded. Public policy makers and practitioners have worked diligently to provide a more solid foundation for service delivery.

New studies of victimology have included:

- How various components of the criminal justice system treat victims
- The impact of victimization; and
- The effectiveness of certain interventions with crime victims, and

- Why the criminal justice system so stressful for victims (Mawby & Walkate, 1994, pp. 192-195).

One theory that has particular relevance in understanding why the criminal justice system is so stressful to victims is Pavlov's classical conditioning theory. Ivan Pavlov (1906), the Russian physiologist first described this basic type of learning as occurring when a neutral stimulus is paired with a stimulus that produces a particular response. Referring to Pavlov's example, if food (unconditioned stimulus) is placed in a dog's mouth, a salivation response naturally occurs. If the neutral stimulus of ringing a bell is presented to the dog at the same time the food is presented, the bell (conditioned stimulus) will acquire the conditioned response, salivation, similar to the unconditioned response of salivation produced by the unconditioned stimulus of food (Pavlov, 1906).

Applying Classical Conditioned Response to crime-related psychological trauma, Kilpatrick, Veronen, and Resick (1982), noted that a violent criminal victimization is a very real classical conditioning experience in which being attacked is an unconditioned stimulus that produces

unconditioned responses of fear, anxiety, terror, helplessness, pain, and other negative emotions. Any stimuli that are present during the attack are associated with the attack and become conditioned stimuli capable of producing conditioned responses of fear, anxiety, terror, helplessness, and other negative emotions (Kilpatrick et al, 1982).

Classical conditioning theory applied to crime-related trauma predicts that any stimuli present to the commission of the crime are potential conditioned stimuli that will produce conditioned fear and anxiety when the victim encounters them. Characteristics of the perpetrator, characteristics of the setting, words used, etc. are all possible sources of conditioned stimuli (Kilpatrick & Otto, 1987).

Avoidance behavior is the most common response to crime-related conditioned stimuli. There is a natural tendency for crime victims to avoid contact with crime related conditioned stimuli and avoid any situations that might put them in contact with such stimuli (Kilpatrick & Otto, 1987).

Second order conditioned stimuli also has important implications for understanding crime victims behavior. Any stimuli present at the same time a crime-related condition-

ed stimulus is present also evokes fear and a strong desire to engage in avoidance behavior. This stimuli is considered second order conditioned stimuli (Kilpatrick & Otto, 1987). This is very important for practitioners to be aware of. During a victim interview, court proceedings, etc. where a victim must recount what occurred during the commission of the crime, the victim may experience negative emotions, associating time with the practitioner as a fearful situation.

Applying these classical conditioning principles to victims' interactions with the criminal justice system helps to explain why the system is so stressful for many victims.

First, crime victims have to experience many cognitive and environmental stimuli that remind them of the crime:

- Having to look at the defendant in the courtroom,
- Having to think about and discuss the details of the crime, and
- Confronting a member of "second order conditioned stimuli" such as police, prosecutors and victim advocates.

Second, crime victims encountering these crime-related conditioned stimuli begin to display avoidance behavior such as missing appointments with the criminal justice system practitioners. The behavior is not generated by apathy or disinterest, but out of fear and anxiety (Kilpatrick & Otto, 1987).

Aside from conditioning, other sources of stress crime victims experience in dealing with the criminal justice system is a fear that they will not be taken seriously and believed. Additionally, interactions with the system are anxiety provoking because victims lack information about the system, their cases, and the procedures involved in getting their cases prosecuted. Victims often feel as though they do not have a say in how their cases should be prosecuted (Kilpatrick, 1986).

In general, once a crime has been reported to the police, most victims are unaware of the processes involved in detection and in deciding whether or not to prosecute; they are dependent upon police and prosecutors for information. Even where a suspect is identified, victims may not be made aware of the situation unless they are required as witnesses, and indeed defendants may be successfully prosecuted without the victim's knowledge.

Where the victim is required to testify as a witness, traditionally little effort has been made to inform him or her of the procedure. Victims may find that cases are dealt with at inconvenient times, or continued to another date at the last minute. They may have difficulty arranging to attend court, finding someone to look after children, getting transportation and so on. Once at the court building they may have difficulty clarifying what is going on and when and where their cases are being handled. They may also feel alone and threatened in an environment where no one appears to be interested in their welfare or their opinions (Jousten, 1987).

In order to improve the way in which victims are treated in the prosecution process, the United Nations, the National Organization of Victim Assistance and the Victim Support Workers Forum have all made valuable recommendations. Section A6 of the UN Resolution addresses five areas where improvements are needed:

- Providing information on the court proceedings
- Allowing the views of victims to be heard
- Providing victims with assistance throughout the legal process

- Minimizing inconvenience and maximizing the personal safety of victims, and
- Avoiding unnecessary delay (Joutsen & Shapland, 1987, pp. 1-31)

After decades of neglect, victims of violent crimes are finally being recognized as a vulnerable and forgotten group of people who have rights and are in need of services.

What are the existing services for the myriad victims of violent crime in our society?

In years past, the pain and suffering of crime victims was generally met with indifference by court clerks, the police, and prosecutors and their staffs. But the ignorance and indifference of law enforcement and court personnel are being replaced by a genuine effort to correct the injustices that have been perpetrated against crime victims. During the past two decades, as a result of federal, state and local initiatives, a host of public and private victim assistance programs have been developed. In addition to their physical injuries, crime victims experience financial and property losses, emotional distress, and psychological trauma. The research evidence

documents the long-term and short-term psychological damage of victimization (Hyer, 1994).

Victim Assistance programs provide crisis counseling, emotional support, and direct services such as emergency housing, financial aid, court support and referrals services. Additionally, staff provides information on the status of cases and often acts as a liaison between victim and prosecutor. Victim Advocates often act as the victim's spokesperson until the victim is strong enough to speak for him or herself (National Organization of Victim Assistance, 2002).

Crime victims are not self-referred to the District Attorney's office, but rather thrown into the criminal justice system by the mere fact that they have been victims of a crime. They are expected to give detailed statements to police and attorneys (often several times), attend numerous court appearances, confront the perpetrator in court, endure court delays and continuances as well as suffer physical, emotional and often financial loss as a result of the crime. With all of these challenges facing the crime victim, there is a much larger challenge the District Attorney's Office must address. Victim Advocates have heard repeatedly from victims that they often feel

left out of the loop as their case proceeds through the court system. They report never being contacted by the prosecutor for their input on the case. What's worse, victims report that prosecutors routinely offer and accept plea agreements without ever consulting them. There have been cases where defendants have been sentenced without the victim's knowledge (Kilpatrick & Otto, 1987).

In recent years there have been growing expectations among/within the public that organizations have a responsibility to be more accountable for the outcomes of the programs and services they provide (Dees & Emerson, 2002, pp. 160-161).

In the private sector, where the "bottom line" rules, there has long been an appreciation of the need for and value of accurate performance information. Businesses use performance data to assess financial health as well as the effectiveness of business and management practices. That performance information helps to guide private enterprise and contributes to profitability. In the nonprofit and government sector, where "value" is a more ambiguous concept, generally less attention is paid to the consistent gathering and application of performance information (Dees & Emerson, 2002, p. 162).

This business philosophy is beginning to change and marks an important opportunity and challenge for the government sector, in this case the District Attorney's Office.

In the for-profit sector, value is measured or defined in financial terms, and in particular, according to the concept of return on investment. The value of an enterprise is defined by the people who pay for it. In government, the client defines the value (Dees, 2002).

Government agencies will always have multiple clients requiring performance information. At different times clients will require different information and information reported in different ways. So the question for this project was who is our most important client?

The District Attorney's Office serves a variety of clients. The public, in general, is only one client. The District Attorney has a sworn duty to protect citizens from criminal acts and illegal practices. The courts, judges, media, defense bar, and Board of Supervisors are another group of clients. Narrowing the client base down to a sub-segment, we find the individual crime victim.

Traditionally, victims have not been surveyed about their views and opinions regarding how their cases were

handled as they moved through the criminal justice system. This practice was based on the assumption that victims had already been through enough. Asking them to participate in a customer satisfaction survey would be inappropriate, insensitive and intrusive.

This project suggests that the District Attorney's office needs to become a consumer of victim client information and make a commitment to use the information to inform decision making, enhance service delivery and strengthen communication channels.

Why Collect Performance Information?

- To improve practice
- To demonstrate accountability
- To improve planning
- To better manage programs and services
- To improve social impact of programs and services
- To meet funding requirements
- To demonstrate social return on investment

Performance information is defined as any data that describes how well an agency is doing in terms of social impact, service delivery and communication (Dees & Emerson, 2002). To assess the results of the information collected

it is important that we clearly articulate what the District Attorney's office is trying to accomplish. We can do this by reviewing District Attorney, Michael A. Ramos' mission statement:

It is the mission of the San Bernardino County District Attorney's Office to represent the interests of the people in the criminal justice system, as mandated by California State law. The San Bernardino County District Attorney's Office serves the residents of San Bernardino County by: Seeking the truth, protecting the innocent; holding the guilty accountable; *preserving the dignity of victims and their families*; and, ensuring that justice is done while always maintaining the highest ethical standards (Ramos, 2003).

CHAPTER THREE

METHODOLOGY

With the approval of District Attorney, Michael A. Ramos, ten (10) District Attorney's Victim Advocates were asked to randomly select ten (10) victims from their felony caseloads, preferably closed cases. The outcome of the case was not an issue. Whether a jury found the defendant guilty or not guilty; whether the defendant pled guilty or if the case went to trial; whether the case was dismissed, etc. were not factors in the survey. In fact, a mixture of dispositions was preferable for cross tabulations.

The participants for the survey were either victims of felony crimes against persons or the family members of a homicide victim. Participants were over 18 years of age. In the case of a child molestation victim, the victim's parent or guardian was asked to participate. The felony crimes targeted were homicide, domestic violence, aggravated assault, sexual assault, robbery, child sexual abuse and drunk driving with injuries.

Participants were both male and female, representing a variety of ethnic backgrounds.

Participants were selected from regions covering the entire county.

To build in maximum sensitivity with this population, each Victim Advocate was directed to place a pre-survey telephone call to the victim client, explaining the survey and asking if they would like to participate. If the victim agreed to participate, he or she was sent a survey. If the victim declined, he or she was thanked and no survey was sent. The researcher wanted to ensure the victim was always in a position of choice.

The surveys were sent out with prepaid return envelopes. The return envelopes were addressed to the researcher.

The District Attorney's Office has a confidentiality policy that requires staff to keep all client information confidential. The researcher adhered to this policy by advising the participants in the survey instructions not to sign their names on the completed surveys or give any personal information which might identify them. The participants were asked to return the completed surveys within three weeks.

Informed Consent

The researcher obtained informed consent by way of the pre-survey telephone call to the one hundred crime victim clients. Please see the Oral Informed Consent text in Appendix C.

Risks and Benefits

Participating in this survey posed no risk to respondents. Precautions to minimize or eliminate risk were taken by placing a pre-survey telephone call to potential participating clients. Clients were provided with a complete explanation of the project and given the choice of whether or not to participate.

Anticipated benefits of the project were two-fold. First, the survey gave victims the opportunity to express their feelings and opinions on service delivery in the District Attorney's Office. By offering crime victims an avenue to express themselves, the survey offered some renewed empowerment to their lives. Victims may have regained their "voice" following their victimization, but if there is no communication channel in place, the message goes unheard.

Second, the survey provided valuable client information, particularly with the anecdotal remarks that are being used to improve service delivery and communication channels in the District Attorney's Office.

Debriefing Statement

Debriefing was covered at the time of the pre-survey telephone call. Please see debriefing portion of the Oral Informed Consent text in Appendix D.

Data Analysis

Data for this study was entered into the Prentice Hall SPSS statistical package. SPSS is a comprehensive system for analyzing data from a variety of files and generating complex statistical analyses.

One hundred surveys were sent out, 86 were returned (86% return rate).

All anecdotal information was entered verbatim into a Microsoft Word program. Due to strict confidentiality policies, all names mentioned on surveys were redacted. Although anecdotal information was not categorized, it was used to support statistical findings.

Findings

There were 100 surveys sent out to crime victims and of these, 86 were returned. Although several of the questionnaires contained some missing data, none of the questionnaires were omitted due to being incomplete, yielding an 86% response rate.

Demographics

The study sample was 21 percent male, 78 percent female and 1 percent no response. Further, respondents ranged in age from 18 years to over 65. Most respondents fit in the 41-45 year age group.

The study population did not necessarily represent the ethnic diversity of the county. Respondents were 55 percent Caucasian, 27 percent Hispanic, 12 percent African American, 1 percent Asian, 1 percent Multi-racial, 2 percent other and 2 percent no response.

Household income ranging from \$21,000 to \$50,000 was most often reported. However, it was interesting to note that the highest percentage of respondents stated their household income was over \$50,000. The researcher speculated that perhaps this suggests higher income, higher level of education which would lead to greater degree of comfort in reading and understanding a survey.

The crime type most represented by respondents was homicide at 36 percent. This may be explained by the fact that murder cases take longer than any other crime type to move through the criminal justice system. If the case has been filed as a death penalty case, it can take even longer. Exposure to the District Attorney's Office may be over a one to three year for family members of the deceased victim.

Domestic violence victims were the second highest group represented with 18.6 percent of respondents. Aggravated assault was third with 14 percent of the respondents. Both of these groups receive immediate victim advocacy assistance in the District Attorney's office, which may account for a higher response rate. They may feel more comfortable expressing an opinion due to an on-going client/advocate relationship.

One major finding was the low response rate of victims who had sustained injuries caused by a drunk driver (2.3 percent). This low number of respondents might suggest disillusionment or frustration on the part of the victim with the criminal justice system. It is not uncommon for first time drunk driving offenders to receive fairly light sentences. Perhaps the victims saw little need to respond

to a survey, when they may have felt their voices were not heard appropriately in court.

The highest percentage of respondents, 43 percent, were themselves, the victim. Twenty-five point six percent were the parent or guardian of a minor victim and 24.4 percent were the family member of a deceased victim.

In Question 3, respondents reported that 40.7 percent of their cases went to jury trial, 36 percent of the cases pled guilty and 23.3 percent gave no response.

In Question 4, an astounding 69.8 percent of the respondents did not respond to the question "If the case went to trial, did the jury find the defendant guilty?"

Additionally, in Question 5, "If the defendant plead guilty, did the attorney contact you prior to accepting the defendant's guilty plea?" 57 percent had no response and 20.9 percent reported they were not contacted.

The findings in Questions 4 and 5 raise one of the initial questions posed in this project. That is, "are victims being kept informed about their cases from start to finish?" If 69.8 percent of the respondents, who for the most part answered the rest of the questions, did not know the answer or did not respond to Question 4, and 77.9 percent did not respond or responded negatively to Question

5, does this indicate the District Attorney's office is failing to follow through with communication? (Figure 1.)

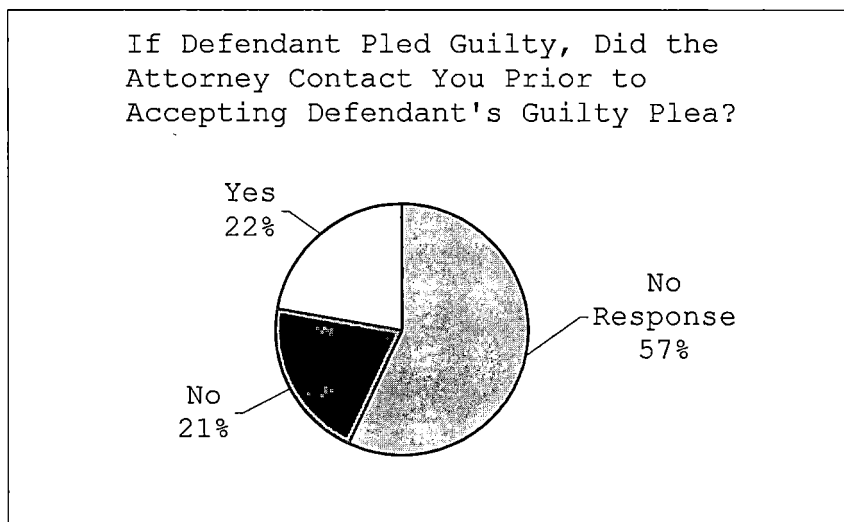


Figure 1. Communication Prior to Plea Agreement

Communication

In the past, it was felt that surveying crime victims would lack sensitivity and compassion. It was generally felt that victims would not respond to a questionnaire because they had already been through enough trauma. Perhaps this was honestly felt or perhaps it a way to continue the same practices without risking negative customer feedback. Whatever the case may be, the 86 out of 100 surveys returned were full of opinions and rich anecdotal information, much of it focused on the communication channels in the District Attorneys Office.

Overall, victims reported that they were pleased with communication in the District Attorneys Office.

In Questions 6a, 72.1 percent of the respondents reported feeling that the deputy district attorney communicated with them during the prosecution of their cases. In Question 7c, 52.3 victims felt the District Attorney's office established good communication (Figure 2).

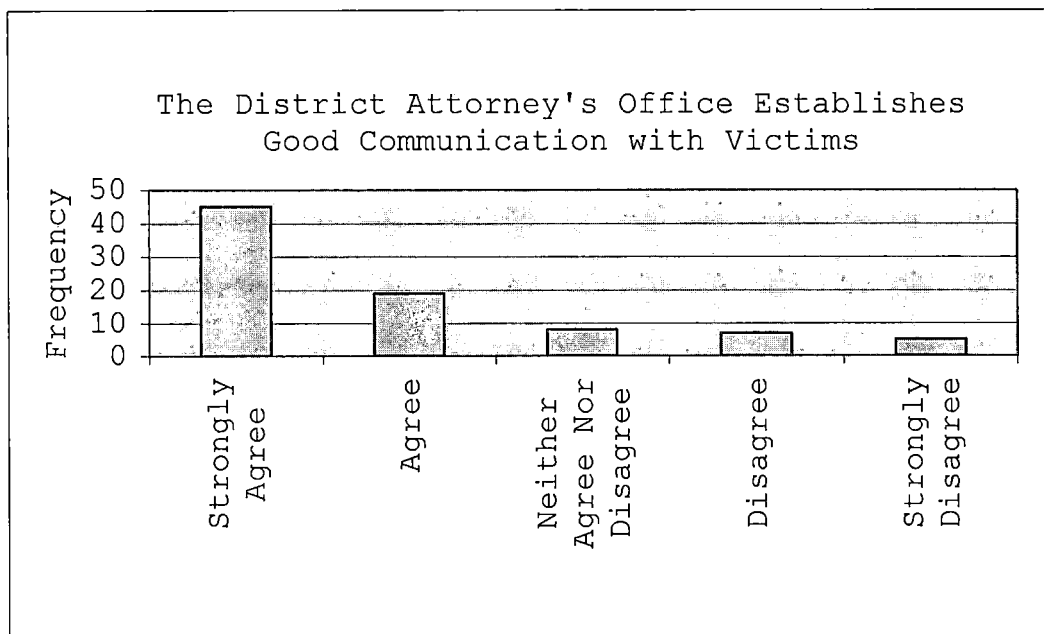


Figure 2. Communication Effectiveness

In Question 7a, 53.5 percent of the respondents reported feeling that their opinions about the case mattered to the deputy district attorney. Only 11.6 percent

revealed in Question 7d that they did not feel included in the handling of their case.

When asked whether they felt the District Attorney's office was sensitive to their needs, Question 7b revealed that 54.7 percent of the victims felt that the District Attorney's Office displayed sensitivity. In Question 7e, 51.2 of the respondents felt their concerns were important to the deputy district attorney, although 11.6 percent felt their concerns were not important.

Another major finding was that there was only 1 percent response to Question 8, "Did a member of the District Attorney's office staff keep you informed of case status as your case proceeded through court?" (Figure 3.) In rereading this question, the researcher feels it was awkwardly worded and not easily understood. In the criminal justice system the term "case status" is routinely used to describe which point the case has moved to in the court system. Someone not familiar the vernacular of the court system may not know what this term is referring to. However, the respondents go on to describe in Question 9, which office personnel kept them informed.

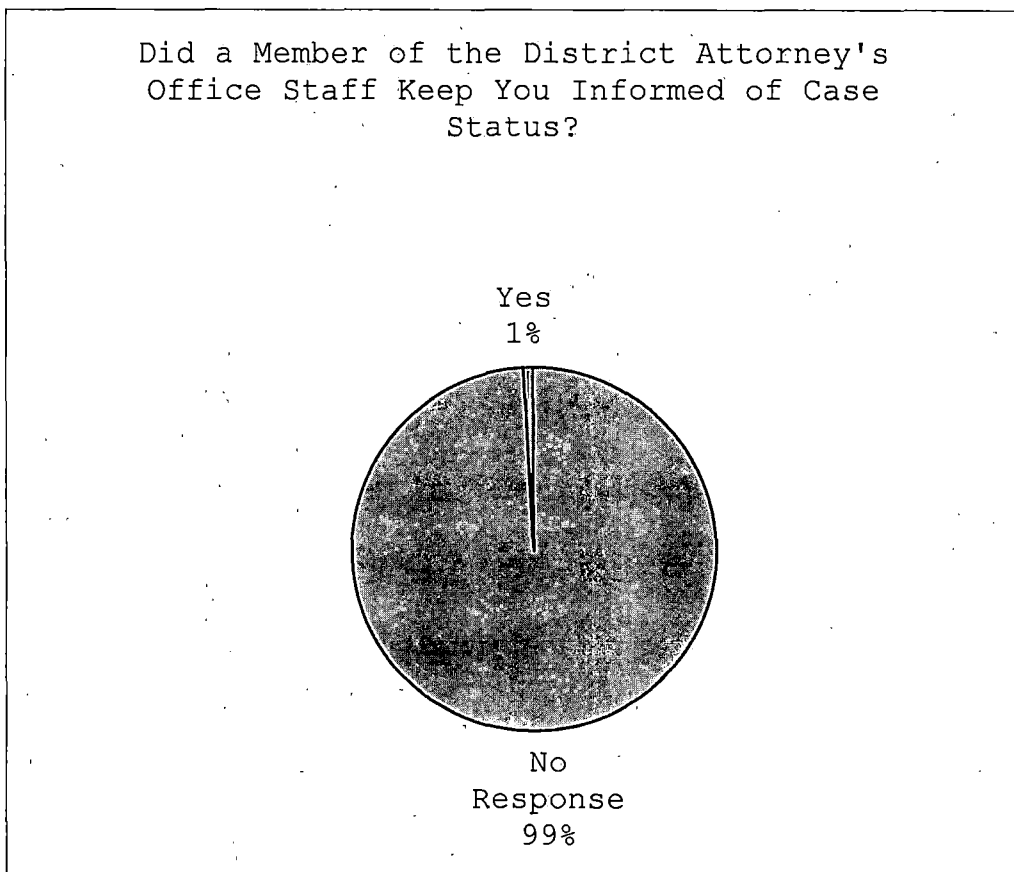


Figure 3. Case Status Update Effectiveness

The Victim Advocate Staff in the District Attorney's Office is doing an outstanding job of communicating with victims and keeping them informed.

In Question 9a-d respondents reported that 84.9 percent of the time it was the Victim Advocate informing them about case status. Deputy District Attorneys were well behind the advocates at 46.5 percent (Figure 4).

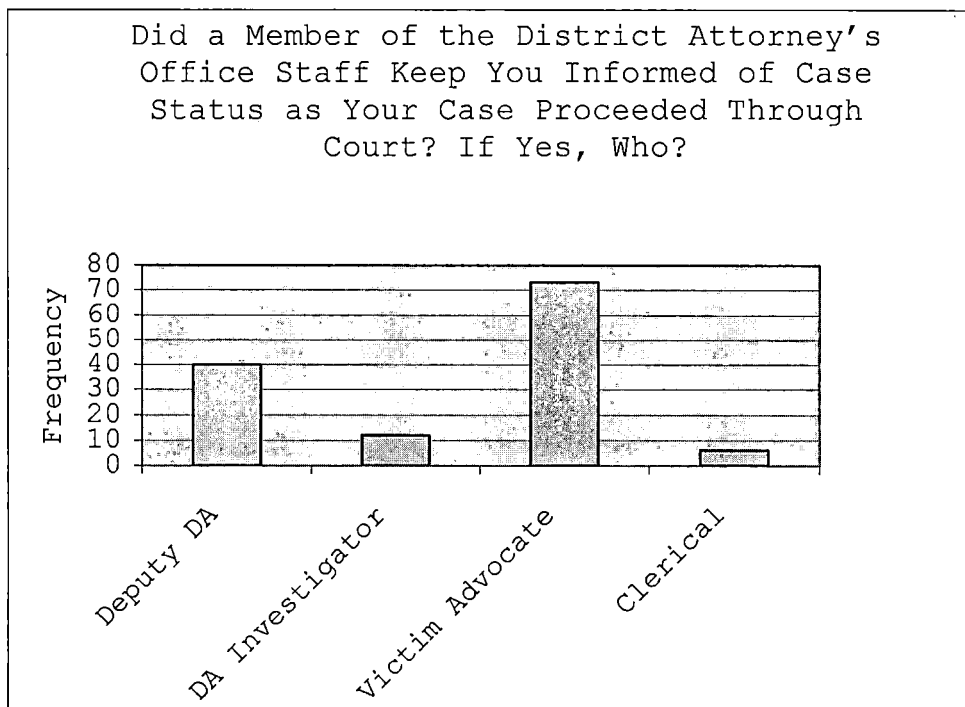


Figure 4. Communication Efforts by Staff

The respondents also reported that of those victims that were required to testify in court, Victim Advocates accompanied them 70.9 percent of the time.

Overall, respondents had a good feeling about the Victim Advocate staff. In Question 15a, 75.6 percent of victims strongly agreed that the advocate was considerate of the victim's feelings.

In Question 15b and c the respondents indicated that the victim advocate cared about their case (77.9 percent) and provided help in understanding the court system (65.1 percent).

In Question 15d, 73.3 percent of respondents reported that the Victim Advocate stayed in communication with them during the prosecution of their case and in Question 15e, 79.1 percent felt the Advocate was courteous and considerate.

Questions 17 and 18 provided information that was distressing, although not unexpected. Nearly 85 percent of the respondents indicated that their case had been continued to a later date at least once. Thirty percent of the respondents stated their case had been continued six to ten times, 8 percent reported their case continued eleven to fifteen times and 13 percent reported their case continued 15 or more times to a later date (Figure 5 and 6).

Comparing these percentages with the findings mentioned earlier in Questions 8 and 9 regarding providing victims with on-going information on case status, these results imply there are victim clients connected to criminal cases whom may not be receiving adequate information on case progression, particularly from the Deputy District Attorney assigned to the case.

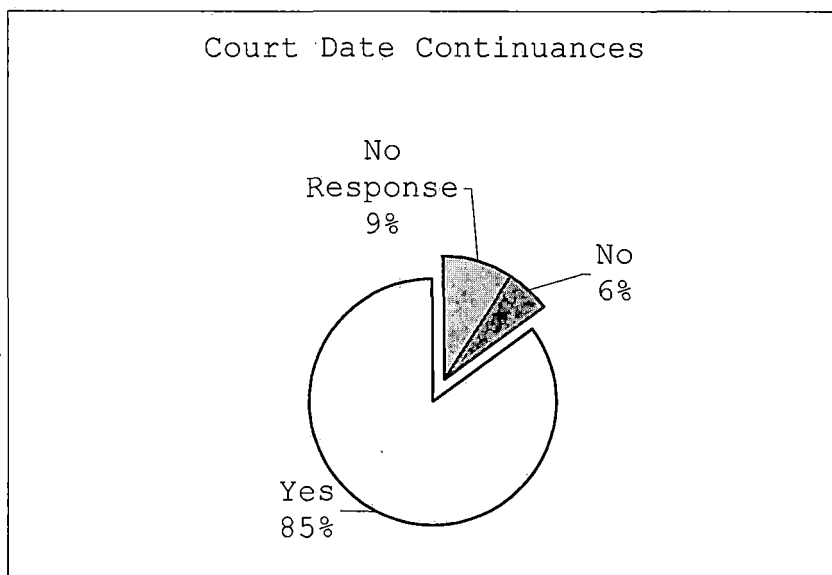


Figure 5. Court Date Continuances

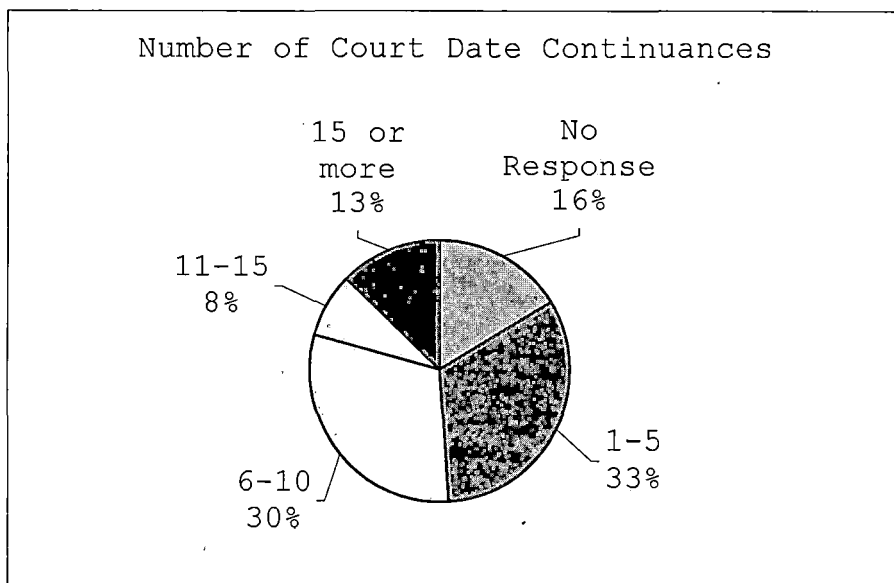


Figure 6. Number of Court Date Continuances

In conclusion, a review of questions 16a through e, respondents reported that the most important factors in their involvement with the District Attorneys office were

- Aggressive prosecution 65.1 percent
- Good communication 65.1 percent
- Safe, inviting office atmosphere 52.3 percent
- Being kept informed of case status 70.9 percent
- Assistance from Victim Advocate 74.4 percent

These factors suggest that although victims want and expect aggressive prosecution of their cases, they want to be included in the prosecutorial process and they want to be kept informed.

CHAPTER FOUR

SUMMARY

Based on the success of this Victim Customer Service Survey pilot project, the San Bernardino County District Attorney's office has designed and implemented a condensed Victim Survey which is now available at the front counter of all twelve District Attorney Offices in the county. Victims are invited to share their opinions on the customer service they received while their case was being prosecuted. The surveys are collected and tabulated on a quarterly basis with a report generated to District Attorney Michael A. Ramos and his Executive Staff.

Deputy District Attorneys and Victim Advocates will now have a category on their individual Work Performance Evaluations that addresses how effectively they have communicated with victims and if they were responsive to victims needs.

Because the Victim Survey is the first of its kind, the template has been shared with other District Attorney and Probation based Victim Service programs throughout California. The researcher also presented the concept of the Victim Customer Service survey and the pilot project

results at a National Center for Victim's of Crime conference in Washington D.C. Representatives from victim programs from around the United States were extremely interested in the concept and requested survey templates to modify and use in their own regions.

Conclusions and Implications

The 86 percent return rate of the Victim Surveys clearly implies that victims of crime have a need to be heard and to have their opinions matter. Victims want to actively participate in the prosecution of the crime of which they were victimized and be kept informed during all stages of the criminal justice process. In order to receive victims' messages in a meaningful way, the San Bernardino County District Attorney's Office must guarantee a variety of communication channels are available. A government entity can always benefit from customer input. Applying good customer service standards to the private sector makes good sense and good business.

One disturbing result of this study suggested was the apparent tendency by attorney staff to discontinue communication with the victim if the defendant was going to plead guilty. This could be rationalized with an

explanation that there is such a high volume of criminal cases moving through the criminal justice system there isn't adequate time to notify everyone involved. A more unsettling explanation would be the victim is no longer needed to assist the prosecution with testimony and therefore is expendable.

By constructing and offering a valid communication instrument such as the Victim Survey and by requiring attorney and advocate staff to keep victims informed and involved in the prosecution process at every stage, the District Attorney's Office will provide victims with a variety of channels for voice. These two very important operation enhancements will improve service delivery and more importantly, create an opportunity for maximum victim empowerment and potential recovery.

Recommendations

Victim Surveys

- Condense Victim Survey to 10 questions, printed on card stock pre-paid postcard
- Surveys are currently written in English and Spanish. Translate surveys in Cambodian, Korean, Vietnamese and Braille.

- Purchase survey collection boxes to be placed in reception lobbies of all District Attorney office locations in San Bernardino County.
- Collect and tabulate survey results on a quarterly basis.
- Provide a written analytical report to District Attorney and Executive staff for review.

Attorney/Victim Advocate Service Delivery

- Initiate a new service standard for attorneys and advocate staff that includes communication with victims as a permanent category on work performance evaluations.
- Create a case management checklist that includes case status updates to victims
- Continue to look for ways to improve and enhance service delivery to victim clients

For Other Government Agencies

- Share Victim Survey concept and templates with Victim Service colleagues throughout the state.
- Share Victim Survey concept and template with other county/state government agencies.

- Present Victim Survey concept at National Victims of Crime conference.

APPENDIX A
VICTIM SURVEY
(ENGLISH AND SPANISH)

VICTIM SERVICES SURVEY

Thank you for your participation in this Victim Services Survey. We appreciate your assistance in helping us better serve victims in the San Bernardino County District Attorney's Office. If you have any questions regarding this survey, please feel free to contact Marilynn Kimball, Chief, Bureau of Victim Services at (909) 387-6542.

Instructions: Please complete the questionnaire answering all questions to the best of your ability. We would like to hear about your experience with the District Attorney's office during the last case you were involved in.

1. What is your relationship to the victim in this case?

☐ Self ☐ Parent/Guardian ☐ Family Member ☐ Other

2. What type of crime were you, your family member, or the person you are representing a victim of?

<input type="checkbox"/> Homicide	<input type="checkbox"/> Sexual Assault
<input type="checkbox"/> Domestic Violence	<input type="checkbox"/> Robbery
<input type="checkbox"/> Aggravated Assault	<input type="checkbox"/> Child Sexual Abuse
<input type="checkbox"/> Child Physical Abuse	<input type="checkbox"/> Drunk Driving w/ Injuries

3. Did your case go to trial or did the defendant plead guilty?

☐ Went to trial ☐ Defendant pled guilty

4. If case went to trial, did the jury find the defendant guilty?

☐ Yes ☐ No

5. If defendant pled guilty, did the attorney contact you prior to accepting defendant's guilty plea?

☐ Yes ☐ No

6. Did an attorney from the District Attorney's office communicate with you while the case was being prosecuted?

☐ Yes ☐ No

If yes, by what manner? (Check as many as apply.)

<input type="checkbox"/> At District Attorney's Office	<input type="checkbox"/> In court
<input type="checkbox"/> At my home	<input type="checkbox"/> At the Police Department
<input type="checkbox"/> By telephone	<input type="checkbox"/> By e-mail
<input type="checkbox"/> By letter	<input type="checkbox"/> Other _____

7. Using the scale below, please rate your agreement or disagreement with the following statements.

SA=Strongly Agree; A=Agree; N=Neither Agree nor Disagree; D=Disagree; SD= Strongly Disagree

Statement	Please circle your rating				
a. The attorney was interested in hearing my opinions regarding the case	SA	A	N	D	SD
b. I found the District Attorney's office very insensitive to my needs.	SA	A	N	D	SD
c. The District Attorney's office establishes good communication with victims.	SA	A	N	D	SD
d. I felt I was not included in the handling of my case.	SA	A	N	D	SD
e. The attorney made me feel like my concerns were important.	SA	A	N	D	SD

8. Did a member of the District Attorney's office staff keep you informed of case status as your case proceeded through court?
- ☐ Yes ☐ No
9. If yes, who? (Check as many as apply.)
- ☐ Deputy District Attorney ☐ Victim Advocate
- ☐ D.A. Investigator ☐ Clerical personnel
10. Were you or the victim required to testify in court? (If no, skip to question #12.)
- ☐ Yes ☐ No
11. If yes, during what type of proceeding? (Check as many as apply.)
- ☐ Preliminary hearing ☐ Motions hearing
- ☐ Trial ☐ Restitution hearing
12. Did a Victim Advocate accompany you to court?
- ☐ Yes ☐ No

13. If your child was the victim, was he or she required to testify in court?

☐ Yes ☐ No

14. Did a Victim Advocate accompany the child victim to court?

☐ Yes ☐ No

15. Using the scale below, please rate your agreement or disagreement with the following statements.

SA=Strongly Agree; A=Agree; N=Neither Agree nor Disagree; D=Disagree; SD= Strongly Disagree

Statement	Please circle your rating				
a. The Victim Advocate was considerate of my feelings.	SA	A	N	D	SD
b. The Victim Advocate did not help me understand the court system.	SA	A	N	D	SD
c. I felt the Victim Advocate cared about my case.	SA	A	N	D	SD
d. The Victim Advocate did not stay in contact or communicate with me during the prosecution of my case.	SA	A	N	D	SD
e. My Victim Advocate was courteous and considerate.	SA	A	N	D	SD

16. How important to you was each of the following factors during your involvement with the District Attorney's Office.

Please indicate on a scale of 1 to 5, with 1 being very important to 5 being not at all important.

Aggressive prosecution of my case	1	2	3	4	5
Good communication with my attorney	1	2	3	4	5
A safe, inviting office atmosphere	1	2	3	4	5
Being kept informed of case status	1	2	3	4	5
Help provided by Victim Advocate	1	2	3	4	5

17. Many times, the court dates for criminal cases are continued to another date. Was your case continued?

☐ Yes ☐ No

18. If yes, approximately how many times?

- ☐ 1-5 ☐ 6-10 ☐ 11-15 ☐ 15 or more times

19. Did your case receive media coverage?

- ☐ Yes ☐ No ☐ Not sure

If yes, what type?

- ☐ Television ☐ Radio
☐ Newspaper ☐ Other _____
-

If we could ask a few questions about you:

20. Please indicate your age range:

- ☐ 18-24 ☐ 25-30 ☐ 31-35 ☐ 36-40 ☐ 41-45
☐ 46-50 ☐ 51-65 ☐ Over 65

21. If you are the parent/guardian of a child victim, age range of the victim:

- ☐ Birth to 2 - ☐ 3-5 ☐ 6-9 ☐ 10-14 ☐ 15-17

22. Please indicate your gender:

- ☐ Male ☐ Female

23. Please indicate your ethnic background.

- ☐ African American ☐ Asian ☐ Caucasian
☐ Hispanic ☐ Middle-Eastern ☐ Native American
☐ Pacific Islander ☐ Multi-Racial ☐ Other

24. Please indicate the category that best represents your total household income for 2002.

- _____ \$0 - \$10,000
_____ \$11,000 - \$20,000
_____ \$21,000 - \$30,000
_____ \$31,000 - \$50,000
_____ \$50,000 +

25. How can the District Attorney's office improve communication with victims and their families?

26. Please take a moment to share any additional comments, criticisms, suggestions you may have regarding your experience with the District Attorney's Office and how services could be enhanced to provide maximum service to the community.

27. My case is ongoing and has not concluded as of this date. ☐ Yes ☐ No

CUESTIONARIO PARA EL DEPARTAMENTO DE SERVICIOS PARA VICTIMAS

Gracias por su participación en este cuestionario para el departamento de servicios para victimas. Apreciamos su asistencia en ayudarnos a servirle mejor a las victimas de la oficina del fiscal del condado de San Bernardino. Si usted tiene preguntas referente a este cuestionario por favor siéntase libre de llamar a Marilyn Kimball, Gerente, del Buró de Servicios para Victimas al (909) 387-6542.

Instrucciones: Por favor complete el cuestionario contestando todas las preguntas lo mejor que pueda. Nos gustaría recibir información acerca de su experiencia con la oficina del fiscal durante su ultimo caso.

1. ¿Que es su relación con la victima en este caso?
Si Mismo Padre/Guardian Miembro Familiar Otro
2. ¿De que tipo de crimen fue victima usted o su familiar?
Homicidio Asalto Sexual
Violencia Domestica Robo Armado
Asalto con Agresión Abuso Sexual de Niños
Abuso Físico de Niños Conductor Intoxicado con heridas
3. ¿Fue su caso a juicio o se declaro culpable el acusado?
Fue a juicio Acusado se declaro culpable
4. ¿Si su caso fue a juicio encontraron al acusado culpable?
Si No
5. ¿Si el acusado se declaro culpable se comunico con usted el fiscal antes de aceptar la declaración del acusado?
Si No
6. ¿Se mantuvo en comunicación con usted el fiscal mientras procesaba su caso?
Si No

Si la respuesta es si, ¿de que manera? (Marque cuantas apliquen)

En la Oficina del Fiscal	En la corte
En mi casa	En el departamento de policía
Por teléfono	Por correo electrónico
Por carta	Otro _____

7. Por favor circule sí esta de acuerdo o no con las siguientes declaraciones.

Declaración	Por Favor Circule Uno	
El fiscal estuvo interesado en escuchar mis opiniones referentes el caso.	De Acuerdo	No De Acuerdo
La Oficina del fiscal fue muy insensible a mis necesidades.	De Acuerdo	No De Acuerdo
La Oficina del fiscal establece buena comunicación con las victimas.	De Acuerdo	No De Acuerdo
Siento que no fui incluido en el proceso de mi caso.	De Acuerdo	No De Acuerdo
El fiscal me hizo sentir que mis inquietudes eran importantes.	De Acuerdo	No De Acuerdo

8. ¿Se mantuvo en comunicación con usted un miembro de la oficina del fiscal mientras se procesaba su caso en corte?

Si No

9. Si la respuesta es si, ¿quién? (Marque cuantas apliquen.)

Fiscal Trabajadora Social
Investigador del fiscal Personal de la oficina

10. ¿Fue necesario que usted testificara en la corte? (Si la respuesta es no siga a la pregunta #12.)

Si No

11. Si la respuesta es si, ¿durante que tipo de procedimiento?

Audiencia preliminar Audiencia de un pedimento
Juicio Audiencia de restitución

12. ¿Lo acompañó una trabajadora social a corte?

Si No

13. ¿Si su hijo fue la victima, fue necesario que testificara en corte?

Si No

14. ¿Fue acompañado su hijo por una trabajadora social a corte?

Si No

15. Por favor circule sí esta de acuerdo o no con las siguientes declaraciones.

Declaración	Por Favor Circule Uno	
a. La trabajadora social fue comprensiva de mis sentimientos.	De Acuerdo	No De Acuerdo
b. La trabajadora social no me ayudo a comprender el sistema de la corte.	De Acuerdo	No De Acuerdo
c. Yo sentí que la trabajadora social si le intereso mi caso.	De Acuerdo	No De Acuerdo
d. La trabajadora social no se mantuvo en comunicación conmigo durante el proceso de mi caso.	De Acuerdo	No De Acuerdo
e. Mi trabajadora social fue compasiva y cortes.	De Acuerdo	No De Acuerdo

16. Cuan importantes fueron los siguientes factores durante su asociación con la oficina del fiscal.

Por favor indique en una escala del 1 al 5, el 1 siendo muy importante y el 5 siendo de poca importancia.

Proceso agresivo de mi caso	1	2	3	4	5
Buena comunicación con mi abogado	1	2	3	4	5
Un ambiente de seguridad en la oficina	1	2	3	4	5
Me mantuvieron informado del estado mi caso	1	2	3	4	5
Ayuda proveída por mi trabajadora social	1	2	3	4	5

17. ¿Fue cambiado a otras fechas su caso?

Si

No

18. Si la respuesta es si, ¿aproximadamente cuantas veces?

1-5

6-10

11-15

15 veces o más

19. ¿Recibió atención de la prensa su caso?

Si No No estoy seguro

Si la respuesta es si, ¿de que tipo?

Televisión Radio

Periódico Otro _____

Si pudiésemos hacer unas cuantas preguntas acerca de usted:

20. Por favor indique su edad:

18-24 25-30 31-35 36-40 41-45

46-50 51-65 Mas de 65

21. Si usted es el padre/guardian de una victima menor de edad, indique la edad de la victima:

Nacimiento a 2 3-5 6-9 10-14 15-17

22. Por favor indique su sexo:

Masculino Femenino

23. Por favor indique su raza étnica:

Afro-Americano Asiático Anglosajón

Hispano Medio Oriente Americano Nativo

Islas Pacificas Multi-racial Otro

24. Por favor indique la categoría que mejor representa los ingresos de su hogar para el año 2002.

___ \$0-\$10,000
___ \$11,000-\$20,000
___ \$21,000-\$30,000
___ \$31,000-\$50,000
___ \$51,000 +

25. ¿Cómo podría la oficina del fiscal mejorar la comunicación con las víctimas y sus familiares?

26. Por favor tome un momento para compartir y agregar comentarios adicionales, críticas y sugerencias que usted tenga referente a su experiencia con la oficina del fiscal y como nuestros servicios pueden ser realizados para proporcionar el servicio máximo a la comunidad.

27. Mi caso todavía esta en proceso y no ha concluido desde esta fecha.

Si

No

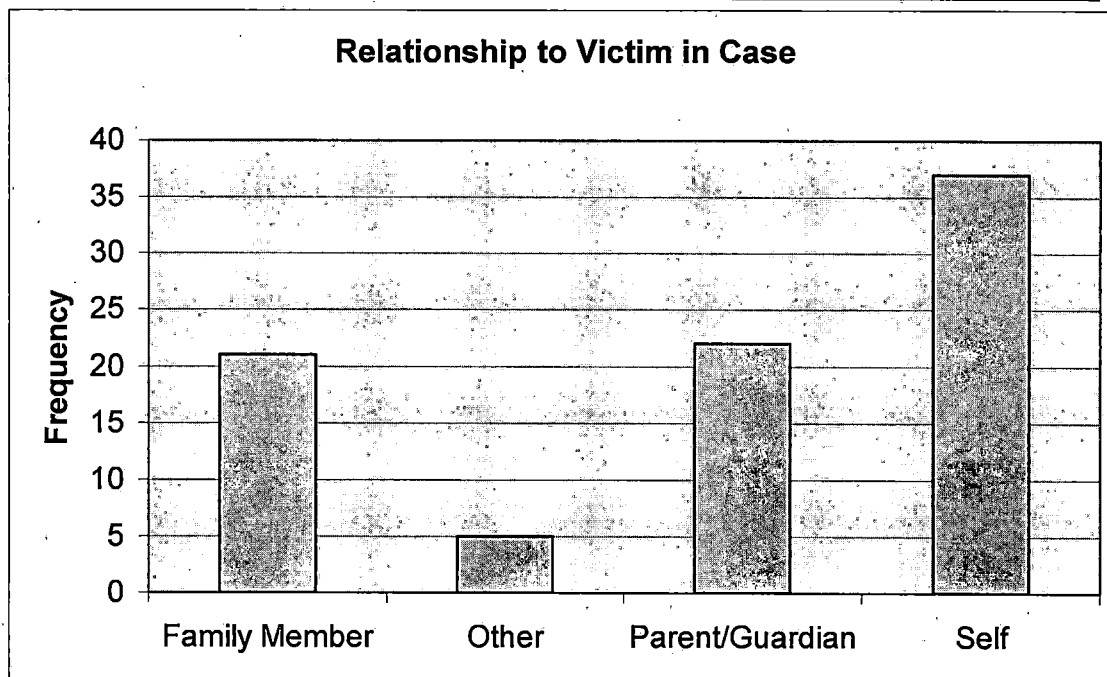
Gracias por su participación en este cuestionario. Por favor retorne este cuestionario para el 3 de Marzo 2003 .

APPENDIX B

GRAPHICAL RESULTS

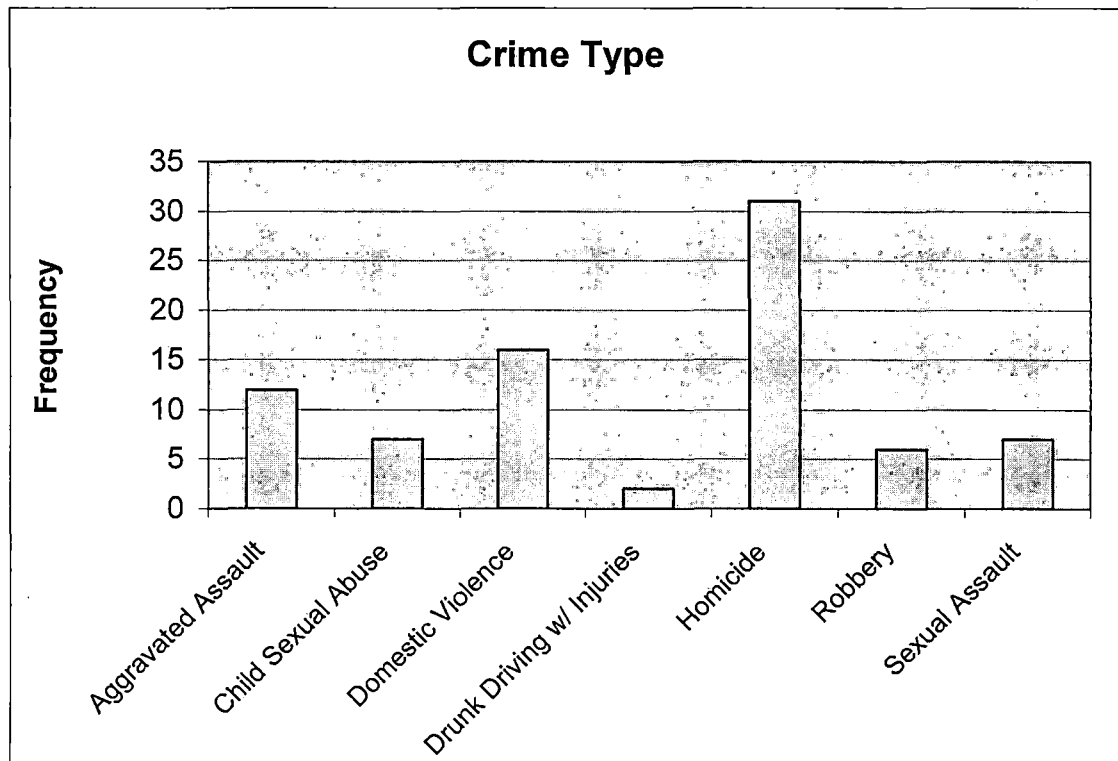
Ques 1 - What is your relationship to the victim in this case?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	1.2	1.2	1.2
	Family Member	21	24.4	24.4	25.6
	Other	5	5.8	5.8	31.4
	Parent/Guardian	22	25.6	25.6	57.0
	Self	37	43.0	43.0	100.0
	Total	86	100.0	100.0	



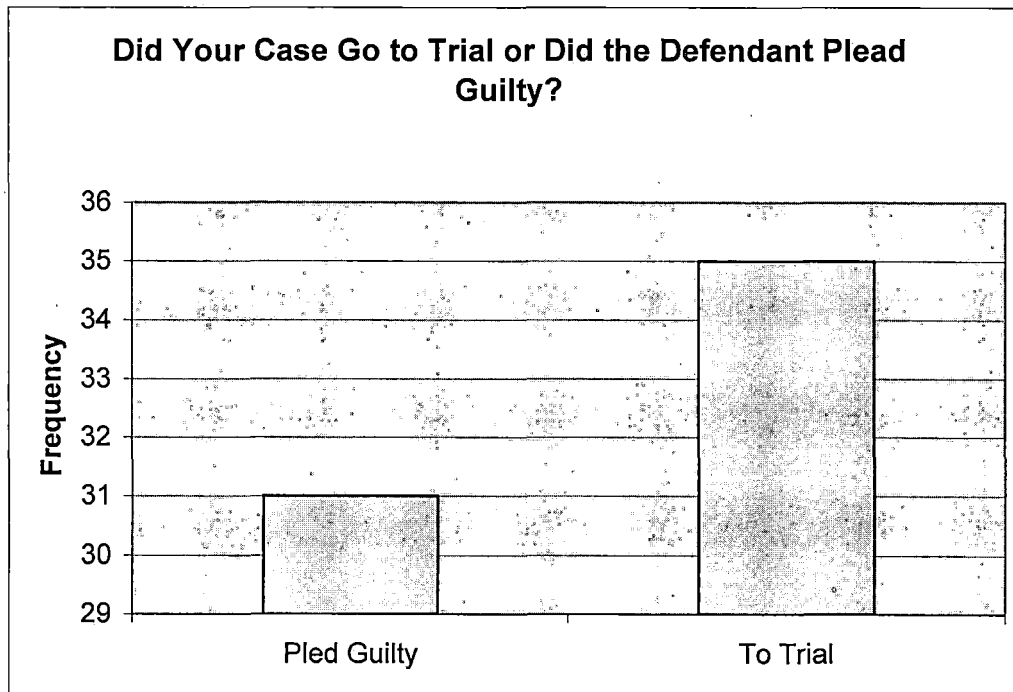
Ques 2 - What type of crime were you, your family member, or the person you are representing, a crime of?

		Frequency	Percent	Valid Percent	Cumulative Percent
	No Response	5	5.8	5.8	5.8
	Aggravated Assault	12	14.0	14.0	19.8
	Child Sexual Abuse	7	8.1	8.1	27.9
	Domestic Violence	16	18.6	18.6	46.5
	Drunk Driving w/ Injuries	2	2.3	2.3	48.8
	Homicide	31	36.0	36.0	84.9
	Robbery	6	7.0	7.0	91.9
	Sexual Assault	7	8.1	8.1	100.0
	Total	86	100.0	100.0	
Valid					



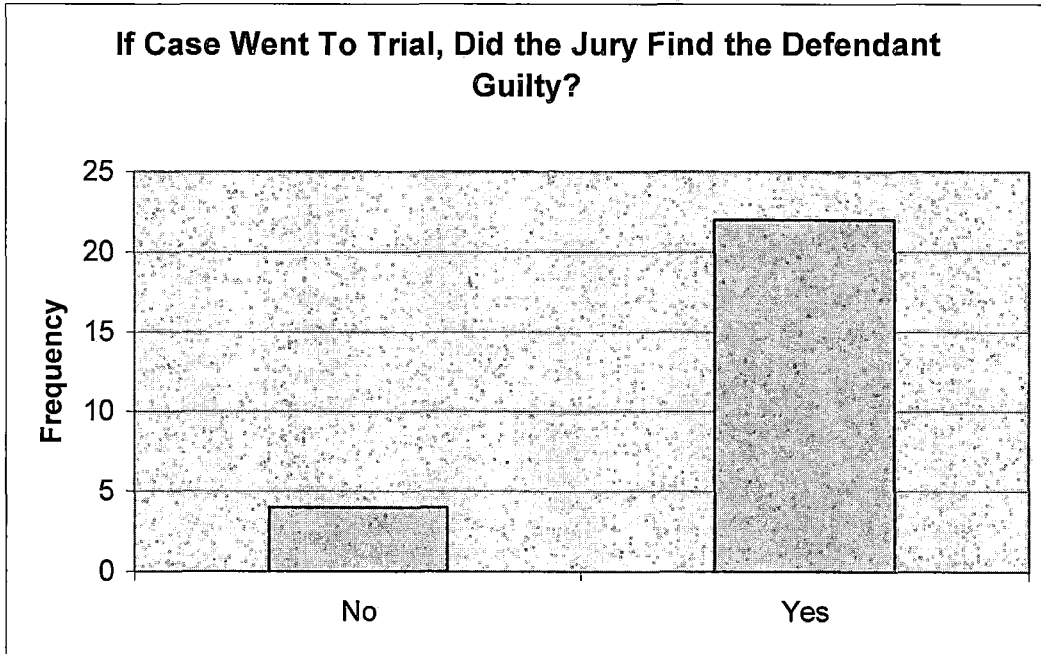
Ques 3 - Did your case go to trial or did the defendant plead guilty?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	20	23.3	23.3	23.3
	Pled Guilty	31	36.0	36.0	59.3
	To Trial	35	40.7	40.7	100.0
	Total	86	100.0	100.0	



Ques 4 - If case went to trial, did the jury find the defendant guilty?

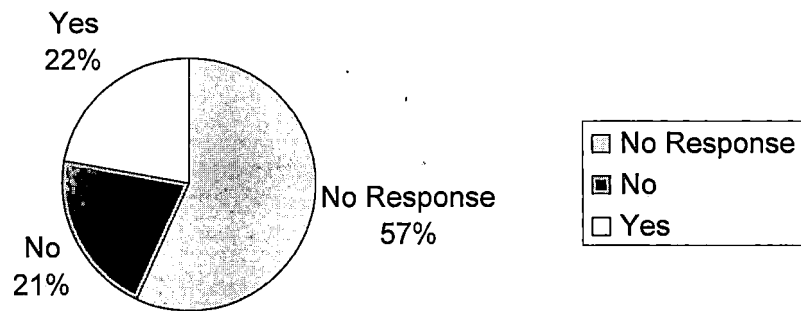
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	60	69.8	69.8	69.8
	No	4	4.7	4.7	74.4
	Yes	22	25.6	25.6	100.0
	Total	86	100.0	100.0	



Ques 5 - If defendant pled guilty, did the attorney contact you prior to accepting defendant's guilty plea?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	49	57.0	57.0	57.0
	No	18	20.9	20.9	77.9
	Yes	19	22.1	22.1	100.0
	Total	86	100.0	100.0	

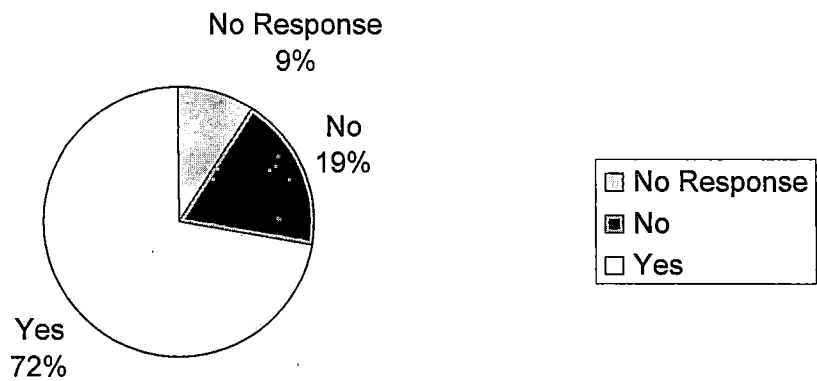
If Defendant Pled Guilty, Did the Attorney Contact You Prior to Accepting Defendant's Guilty Plea?



Ques 6a - Did an attorney from the District Attorney's office communicate with you while the case was being prosecuted?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	8	9.3	9.3	9.3
	No	16	18.6	18.6	27.9
	Yes	62	72.1	72.1	100.0
	Total	86	100.0	100.0	

Did an Attorney From the DA's Office Communicate with You While the Case was Being Prosecuted?



Ques 6 - If yes, by what manner? (Check as many as apply.)

Option 6b - DA Office		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	42	48.8	48.8	48.8
	DA Office	44	51.2	51.2	100.0
	Total	86	100.0	100.0	

Option 6b1 - Court		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	40	46.5	46.5	46.5
	Court	46	53.5	53.5	100.0
	Total	86	100.0	100.0	

Option 6b2 - Home		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	79	91.9	91.9	91.9
	Home	7	8.1	8.1	100.0
	Total	86	100.0	100.0	

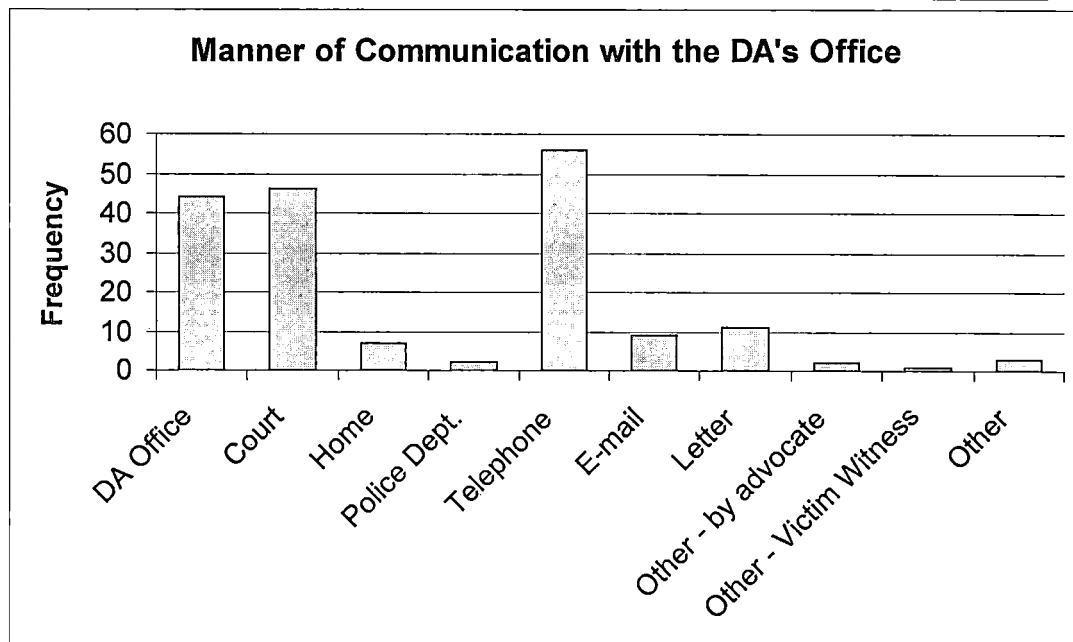
Option 6b3 - Police Department		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	84	97.7	97.7	97.7
	Police Dept.	2	2.3	2.3	100.0
	Total	86	100.0	100.0	

Option 6b4 - Telephone		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	30	34.9	34.9	34.9
	Telephone	56	65.1	65.1	100.0
	Total	86	100.0	100.0	

Option 6b5 - Email		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	77	89.5	89.5	89.5
	E-mail	9	10.5	10.5	100.0
	Total	86	100.0	100.0	

Option 6b6 - Letter		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	75	87.2	87.2	87.2
	Letter	11	12.8	12.8	100.0
	Total	86	100.0	100.0	

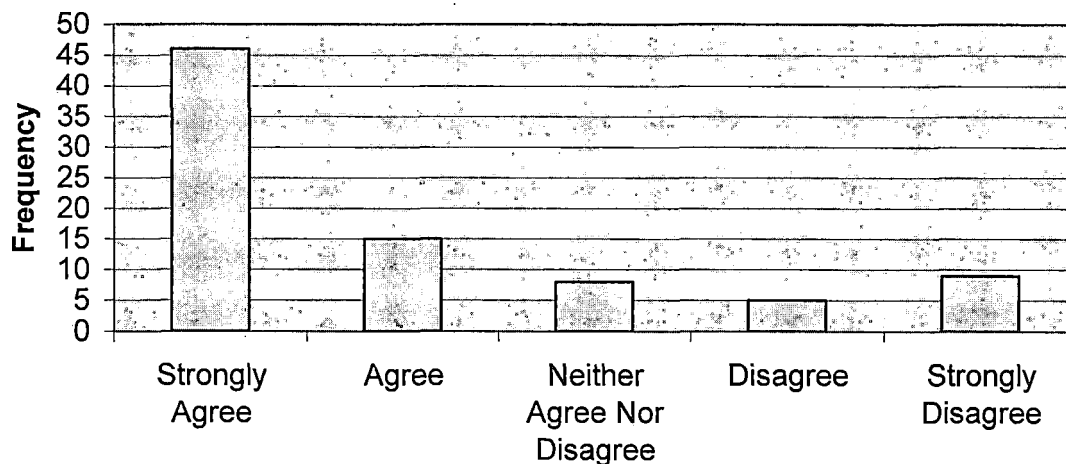
Option 6bOth - Other		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	79	91.9	91.9	91.9
	Other - by advocate	2	2.4	2.4	94.2
	Other - Victim Witness	1	1.2	1.2	95.3
	Other	3	3.5	3.5	100.0
	Total	86	100.0	100.0	



Ques 7a - The attorney was interested in hearing my opinions regarding the case.

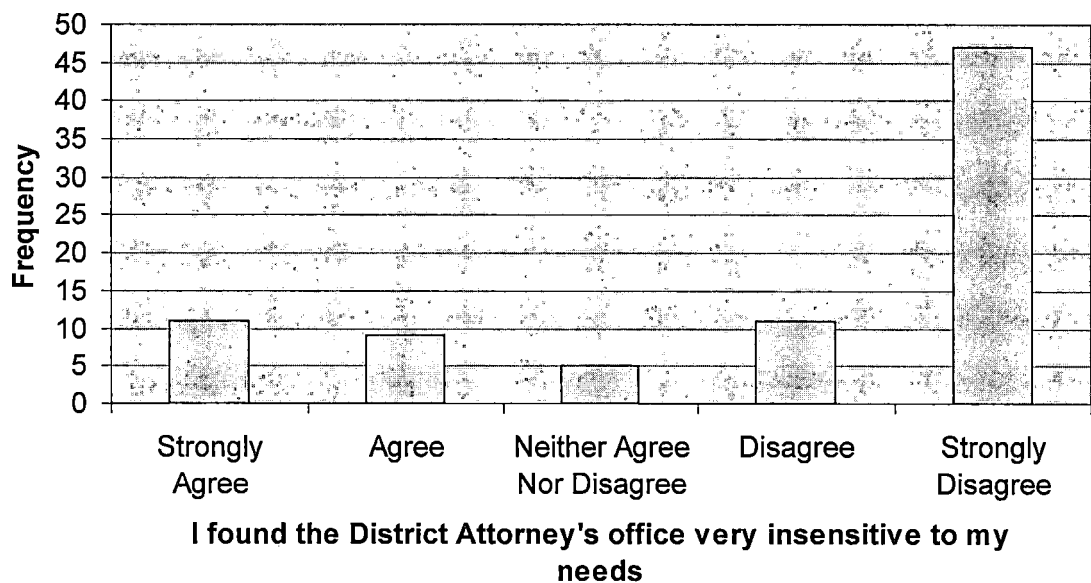
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	3.5	3.5	3.5
	Strongly Agree	46	53.5	53.5	60.0
	Agree	15	17.4	17.4	75.4
	Neither Agree Nor Disagree	8	9.3	9.3	84.7
	Disagree	5	5.8	5.8	90.6
	Strongly Disagree	9	10.5	10.5	100.0
	Total	86	100.0	100.0	

The Attorney Was Interested in Hearing My Opinions Regarding the Case



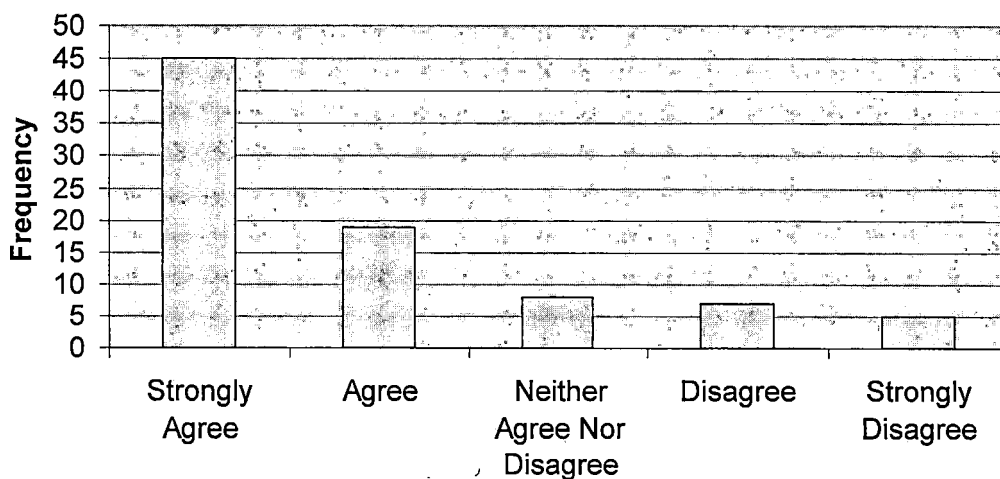
Ques 7b - I found the District Attorney's office very insensitive to my needs.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	3.5	3.5	3.5
	Strongly Agree	11	12.8	12.8	16.3
	Agree	9	10.5	10.5	26.7
	Neither Agree Nor Disagree	5	5.8	5.8	32.6
	Disagree	11	12.8	12.8	45.4
	Strongly Disagree	47	54.7	54.7	100.0
	Total	86	100.0	100.0	



Ques 7c - The District Attorney's office establishes good communication with victims.

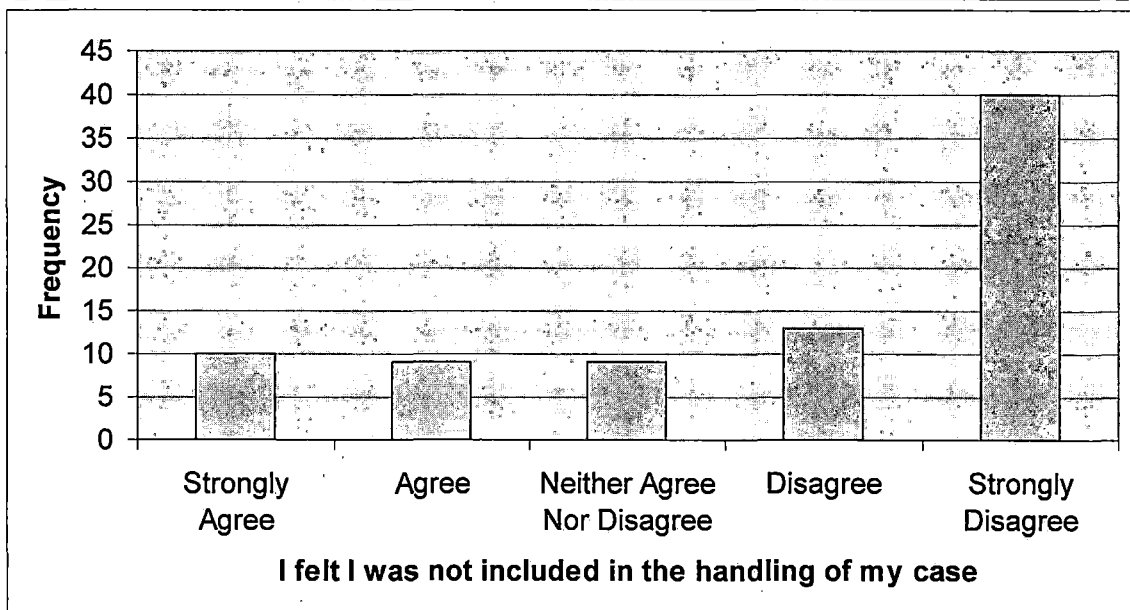
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	2.3	2.3	2.3
	Strongly Agree	45	52.3	52.3	54.7
	Agree	19	22.1	22.1	76.7
	Neither Agree Nor Disagree	8	9.3	9.3	86.1
	Disagree	7	8.1	8.1	94.2
	Strongly Disagree	5	5.8	5.8	100.0
	Total	86	100.0	100.0	



The District Attorney's office establishes good communication with victims

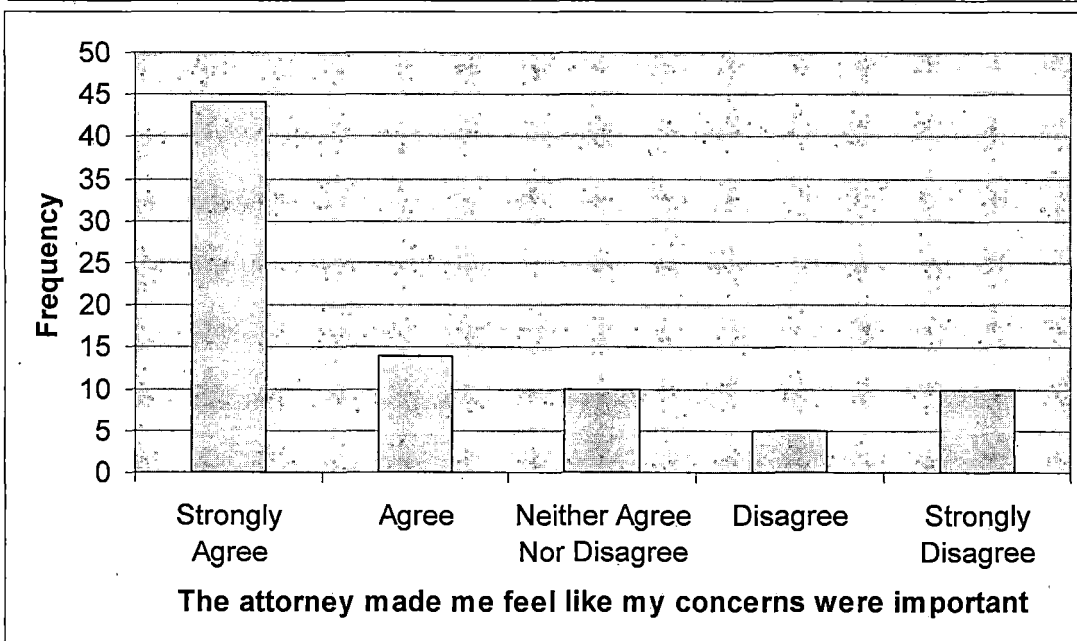
Ques 7d - I felt I was not included in the handling of my case.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	5	5.8	5.8	5.8
	Strongly Agree	10	11.6	11.6	17.4
	Agree	9	10.5	10.5	27.9
	Neither Agree Nor Disagree	9	10.5	10.5	38.4
	Disagree	13	15.1	15.1	53.5
	Strongly Disagree	40	46.5	46.5	100.0
	Total	86	100.0	100.0	



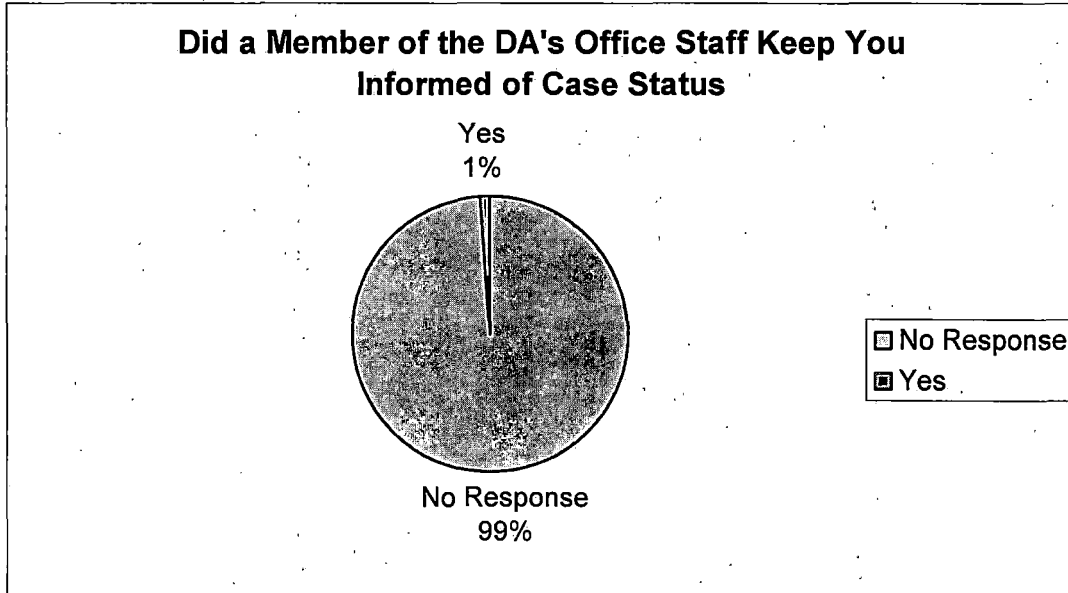
Ques 7e - The attorney made me feel like my concerns were important.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	3.5	3.5	3.5
	Strongly Agree	44	51.2	51.2	54.7
	Agree	14	16.3	16.3	71
	Neither Agree Nor Disagree	10	11.6	11.6	82.6
	Disagree	5	5.8	5.8	88.4
	Strongly Disagree	10	11.6	11.6	100.0
	Total	86	100.0	100.0	



Ques 8 - Did a member of the District Attorney's office staff keep you informed of case status as your case proceeded through court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	85	98.8	98.8	98.8
	Yes	1	1.2	1.2	100.0
	Total	86	100.0	100.0	



Ques 9 - If yes, who? (Check as many as apply.)

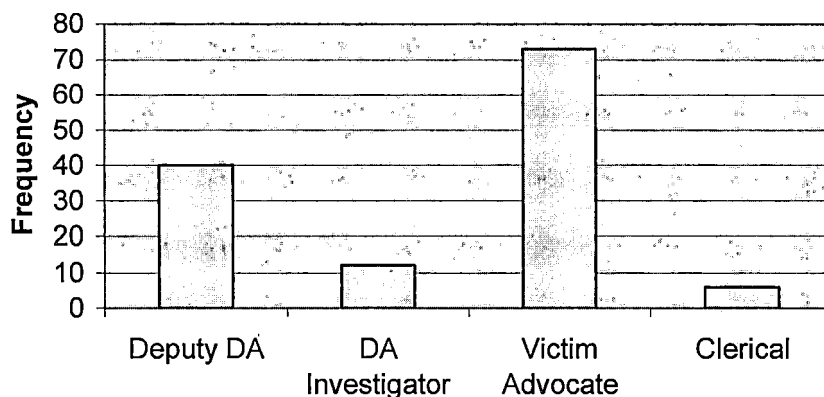
Option 9a - Deputy District Attorney		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	46	53.5	53.5	53.5
	Deputy DA	40	46.5	46.5	100.0
	Total	86	100.0	100.0	

Option 9b - DA Investigator		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	74	86.0	86.0	86.0
	DA Investigator	12	14.0	14.0	100.0
	Total	86	100.0	100.0	

Option 9c - Victim Advocate		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	13	15.1	15.1	15.1
	Victim Advocate	73	84.9	84.9	100.0
	Total	86	100.0	100.0	

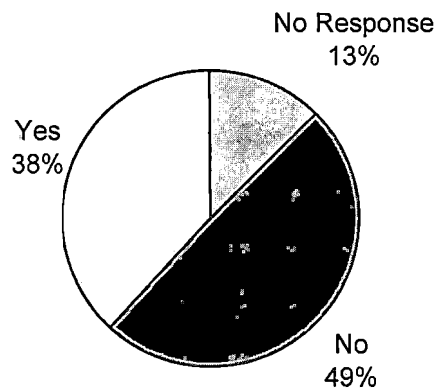
Option 9d - Clerical		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	80	93.0	93.0	93.0
	Clerical	6	7.0	7.0	100.0
	Total	86	100.0	100.0	

Did a member of the District Attorney's office staff keep you informed of case status as your case proceeded through court? If yes, who?



Ques 10 - Were you or the victim required to testify in court?
(If no, skip to Ques #12.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	11	12.8	12.8	12.8
	No	42	48.8	48.8	61.6
	Yes	33	38.4	38.4	100.0
	Total	86	100.0	100.0	



Ques 11- If yes, during what type of proceeding? (Check as many as apply.)

Option 11a - Preliminary hearing		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	64	74.4	74.4	74.4
	Preliminary hearing	22	25.6	25.6	100.0
	Total	86	100.0	100.0	

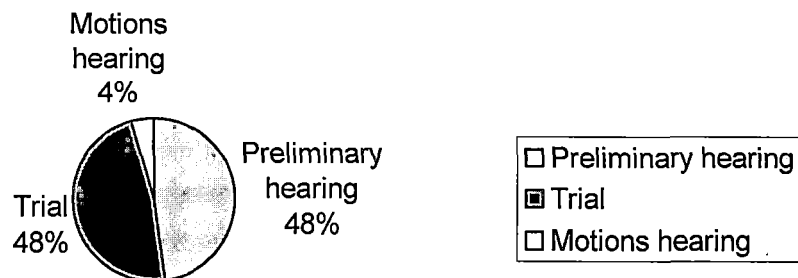
Option 11b - Trial		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	64	74.4	74.4	74.4
	Trial	22	25.6	25.6	100.0
	Total	86	100.0	100.0	

Option 11c - Motions hearing		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	84	97.7	97.7	97.7
	Motions hearing	2	2.3	2.3	100.0
	Total	86	100.0	100.0	

Option 11d - Restitution hearing		Frequency	Percent
Missing	System	86	100.0

No responses to question 11d.

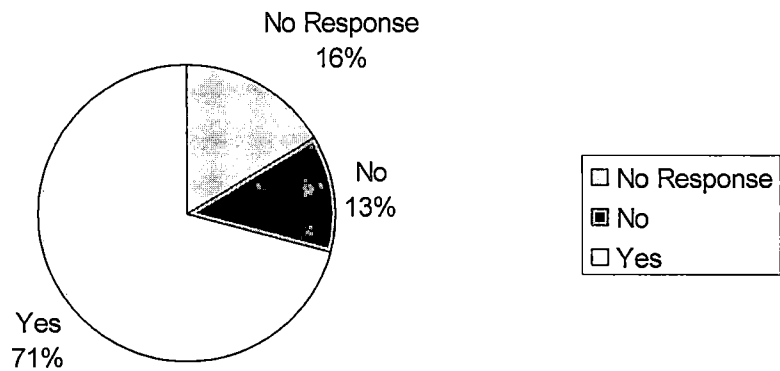
During What Type of Proceeding Were You Required to Testify



Ques 12 - Did a Victim Advocate accompany you to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	14	16.3	16.3	16.3
	No	11	12.8	12.8	29.1
	Yes	61	70.9	70.9	100.0
	Total	86	100.0	100.0	

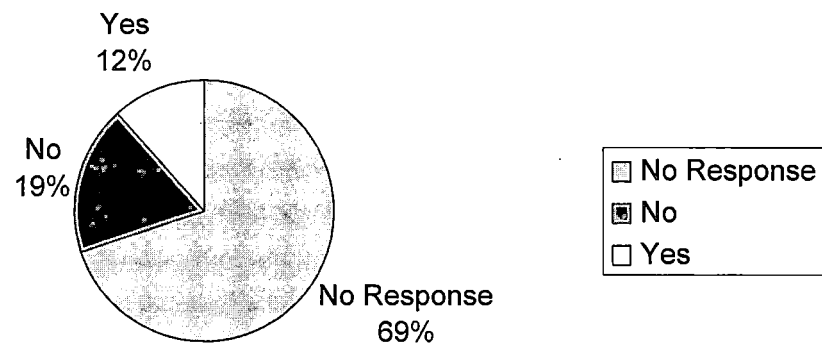
Did a Victim Advocate Accompany You to Court?



Ques 13 - If your child was the victim, was he or she required to testify in court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	60	69.8	69.8	69.8
	No	16	18.6	18.6	88.4
	Yes	10	11.6	11.6	100.0
	Total	86	100.0	100.0	

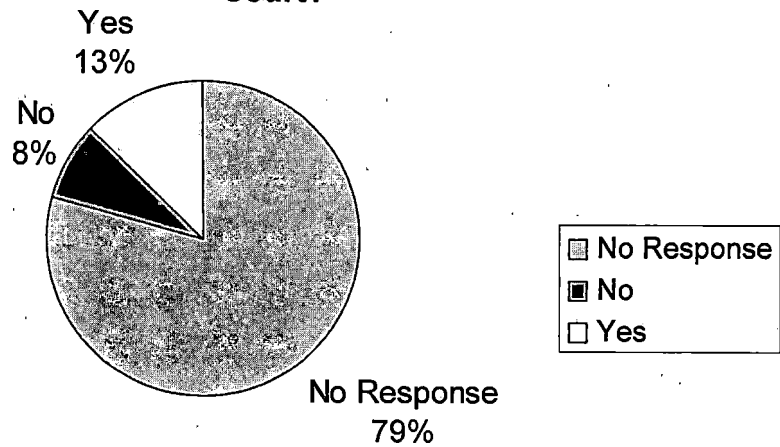
Child Victim Required to Testify In Court?



Ques 14 - Did a Victim Advocate accompany the child victim to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	68	79.1	79.1	79.1
	No	7	8.1	8.1	87.2
	Yes	11	12.8	12.8	100.0
	Total	86	100.0	100.0	

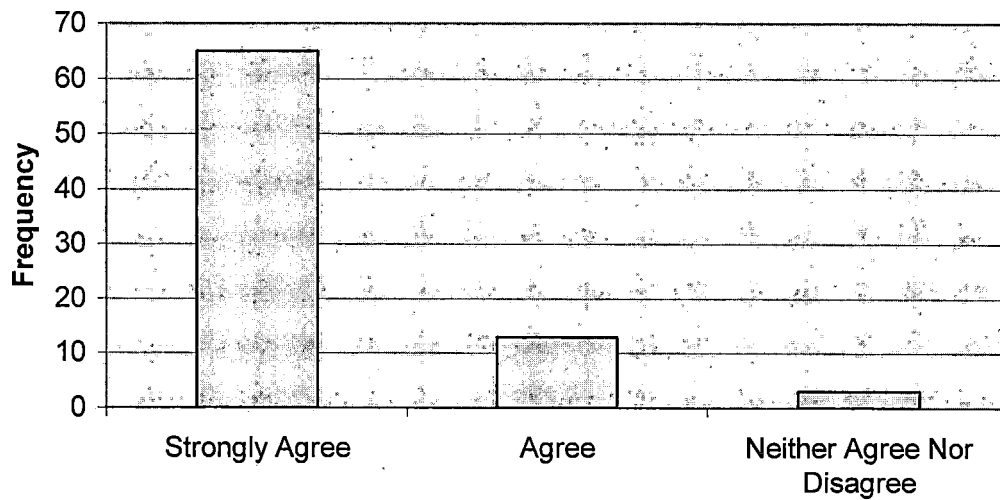
Did a Victim Advocate Accompany the Child Victim to Court?



Ques 15a - The Victim Advocate was considerate of my feelings.

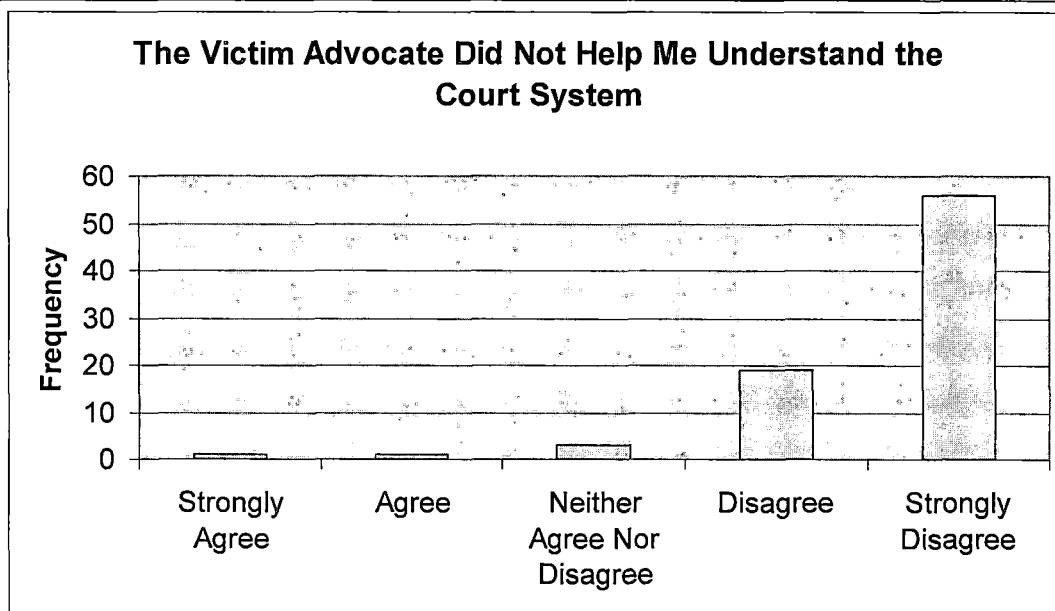
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	5	5.8	5.8	5.8
	Strongly Agree	65	75.6	75.6	81.4
	Agree	13	15.1	15.1	96.5
	Neither Agree Nor Disagree	3	3.5	3.5	100.0
	Total	86	100.0	100.0	

The Victim Advocate Was Considerate of My Feelings



Ques 15b - The Victim Advocate did not help me understand the court system.

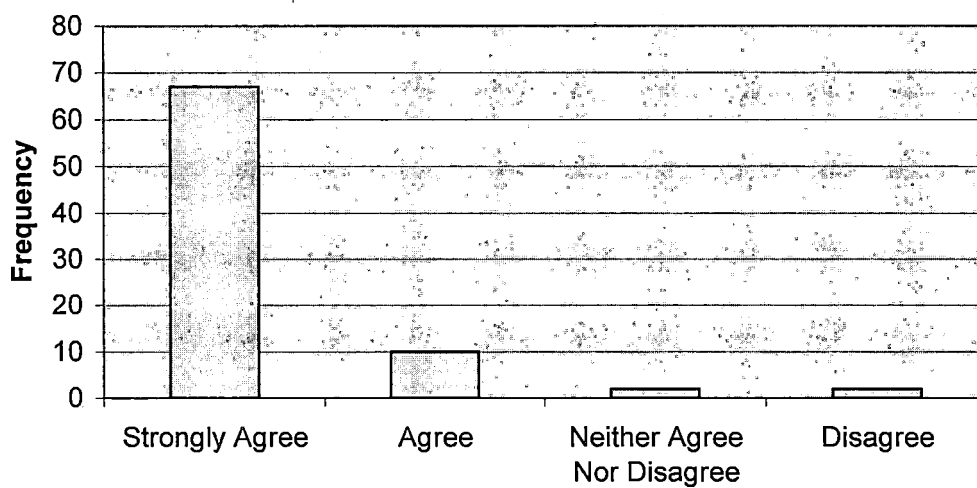
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	6	7.0	7.0	7.0
	Strongly Agree	1	1.2	1.2	8.1
	Agree	1	1.2	1.2	9.3
	Neither Agree Nor Disagree	3	3.5	3.5	12.8
	Disagree	19	22.1	22.1	34.9
	Strongly Disagree	56	65.1	65.1	100.0
	Total	86	100.0	100.0	



Ques 15c - I felt the Victim Advocate cared about my case.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	5	5.8	5.8	5.8
	Strongly Agree	67	77.9	77.9	83.7
	Agree	10	11.6	11.6	95.3
	Neither Agree Nor Disagree	2	2.3	2.3	97.7
	Disagree	2	2.3	2.3	100.0
	Total	86	100.0	100.0	

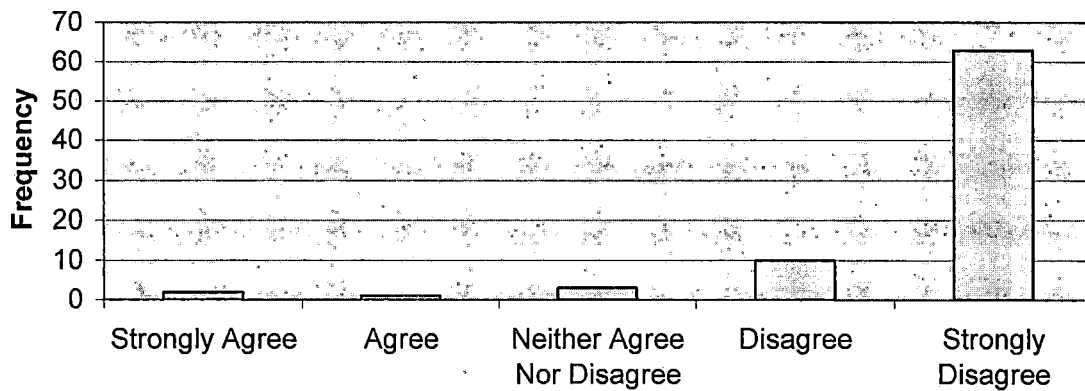
I Felt the Victim Advocate Cared About My Case



Ques 15d - The Victim Advocate did not stay in contact or communicate with me during the prosecution of my case.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	7	8.1	8.1	8.1
	Strongly Agree	2	2.3	2.3	10.5
	Agree	1	1.2	1.2	11.6
	Neither Agree Nor Disagree	3	3.5	3.5	15.1
	Disagree	10	11.6	11.6	26.7
	Strongly Disagree	63	73.3	73.3	100.0
	Total	86	100.0	100.0	

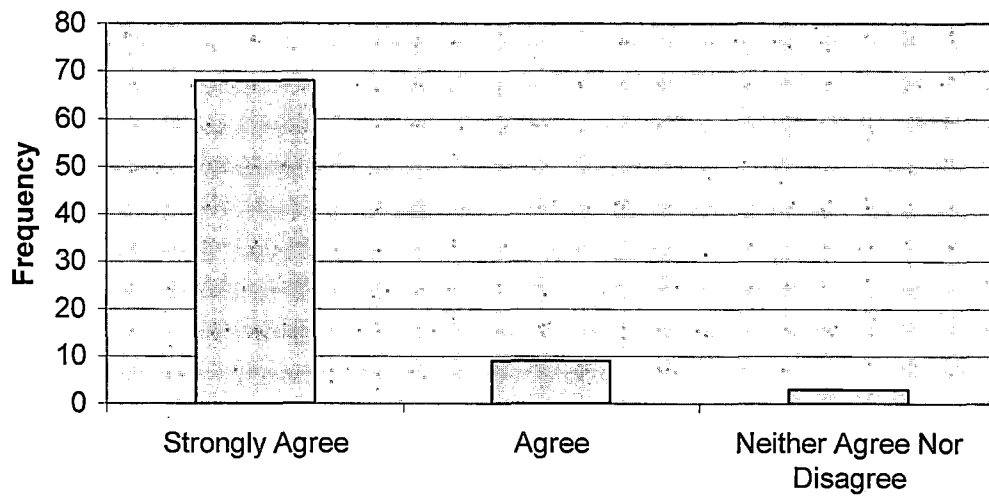
**The Victim Advocate Did Not Stay In
Contact/Communication With Me During the Prosecution
of the Case**



Ques 15e - My Victim Advocate was courteous and considerate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	6	7.0	7.0	7.0
	Strongly Agree	68	79.1	79.1	86.1
	Agree	9	10.5	10.5	96.5
	Neither Agree Nor Disagree	3	3.5	3.5	100.0
	Total	86	100.0	100.0	

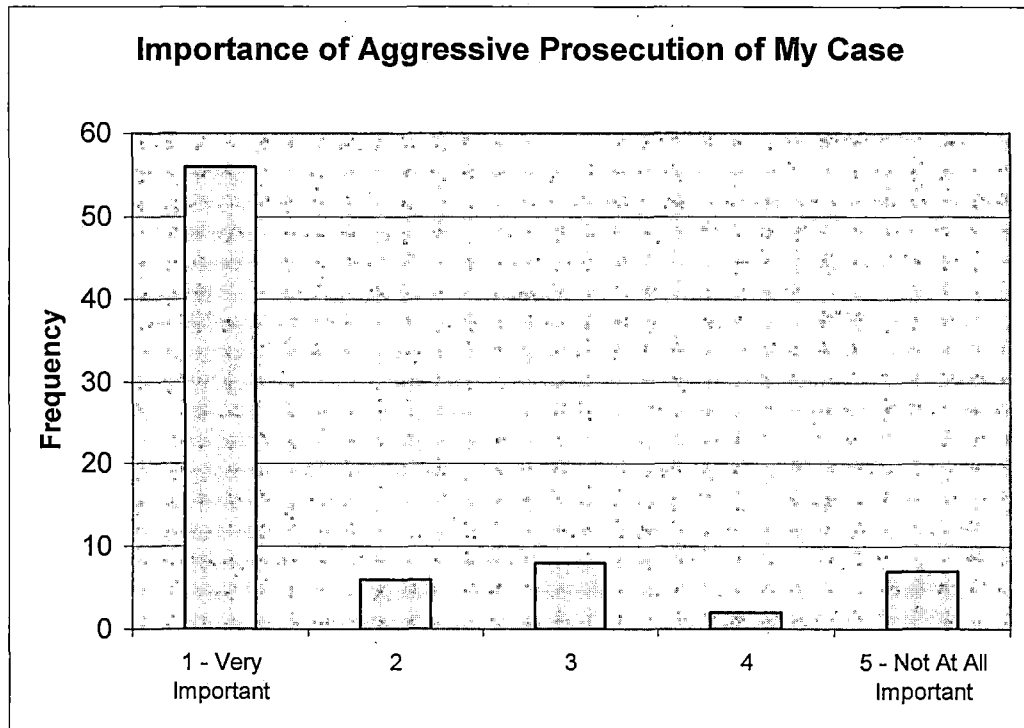
My Victim Advocate Was Courteous and Considerate



Ques 16 - How important to you was each of the following factors during your involvement with the District Attorney's Office.

Please indicate on a scale of 1 to 5, with 1 being very important to 5 being not at all important.

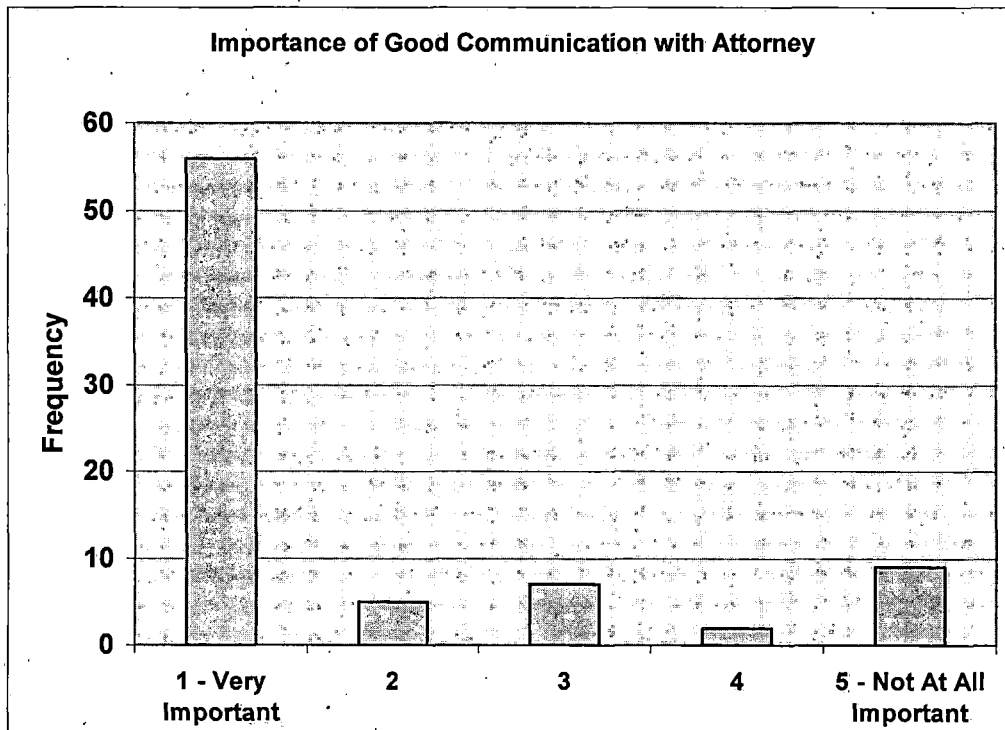
Option 16a - Aggressive prosecution of my case.		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	7	8.1	8.1	8.1
	1 - Very Important	56	65.1	65.1	73.3
	2	6	7.0	7.0	80.2
	3	8	9.3	9.3	89.5
	4	2	2.3	2.3	91.9
	5 - Not At All Important	7	8.1	8.1	100.0
	Total	86	100.0	100.0	



Ques 16 - How important to you was each of the following factors during your involvement with the District Attorney's Office.

Please indicate on a scale of 1 to 5, with 1 being very important to 5 being not at all important.

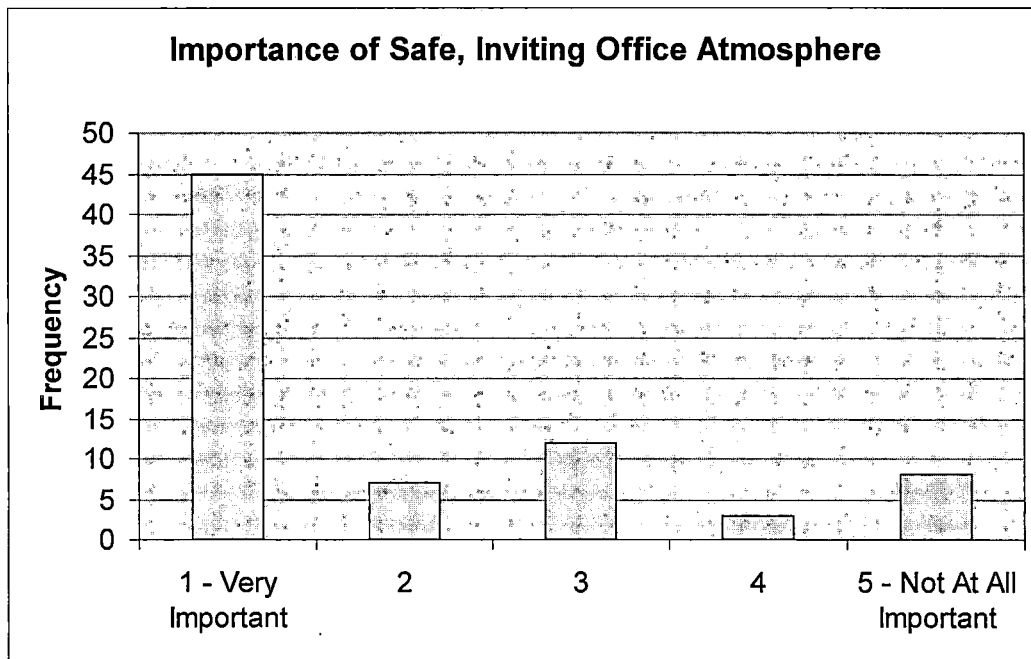
Option 16b - Good communication with my attorney.		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	7	8.1	8.1	8.1
	1 - Very Important	56	65.1	65.1	73.3
	2	5	5.8	5.8	79.1
	3	7	8.1	8.1	87.2
	4	2	2.3	2.3	89.5
	5 - Not At All Important	9	10.5	10.5	100.0
	Total	86	100.0	100.0	



Ques 16 - How important to you was each of the following factors during your involvement with the District Attorney's Office.

Please indicate on a scale of 1 to 5, with 1 being very important to 5 being not at all important.

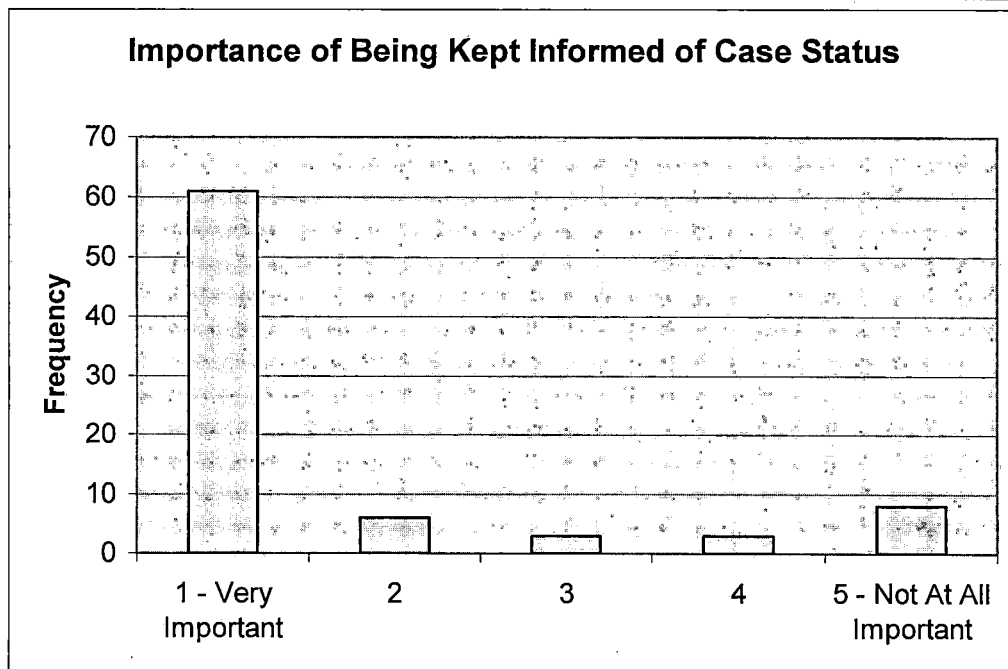
Option 16c - A safe, inviting office atmosphere.		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	11	12.8	12.8	12.8
	1 - Very Important	45	52.3	52.3	65.1
	2	7	8.1	8.1	73.3
	3	12	14.0	14.0	87.2
	4	3	3.5	3.5	90.7
	5 - Not At All Important	8	9.3	9.3	100.0
	Total	86	100.0	100.0	



Ques 16 - How important to you was each of the following factors during your involvement with the District Attorney's Office.

Please indicate on a scale of 1 to 5, with 1 being very important to 5 being not at all important.

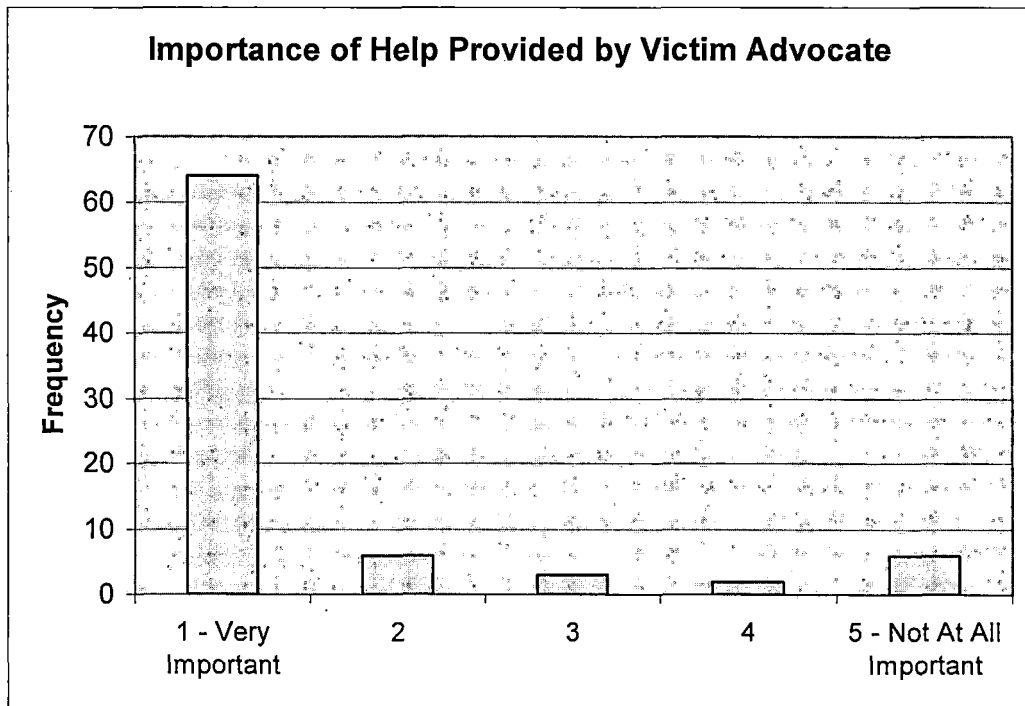
Optin 16d - Being kept informed of case status.		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	5	5.8	5.8	5.8
	1 - Very Important	61	70.9	70.9	76.7
	2	6	7.0	7.0	83.7
	3	3	3.5	3.5	87.2
	4	3	3.5	3.5	90.7
	5 - Not At All Important	8	9.3	9.3	100.0
	Total	86	100.0	100.0	



Ques 16 - How important to you was each of the following factors during your involvement with the District Attorney's Office.

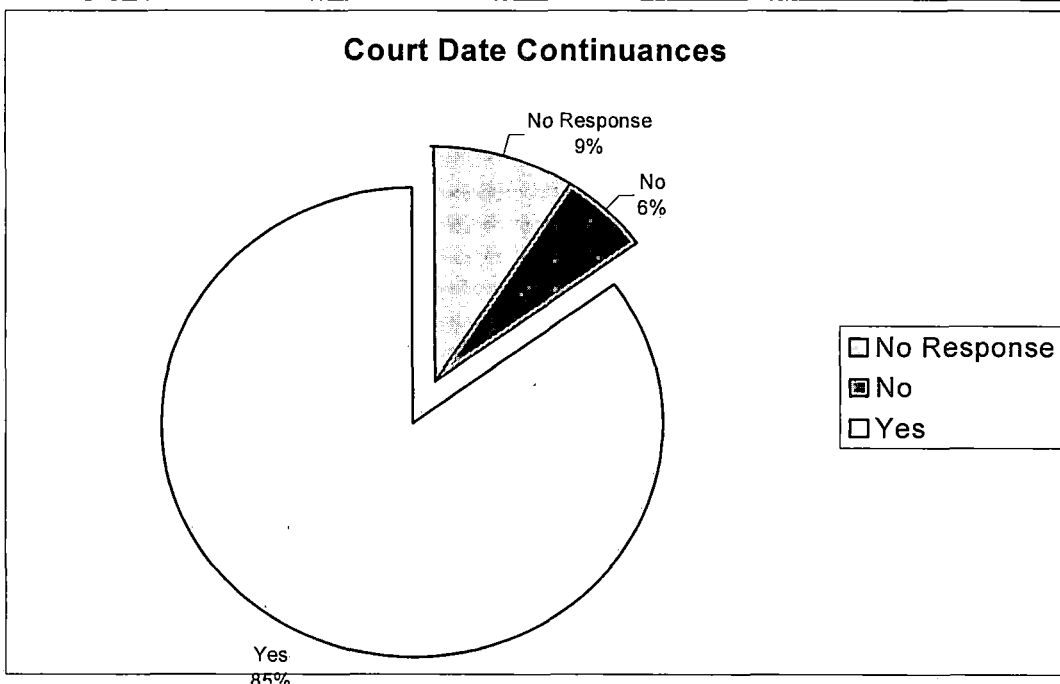
Please indicate on a scale of 1 to 5, with 1 being very important to 5 being not at all important.

Option 16e - Help provided by Victim Advocate.		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	5	5.8	5.8	5.8
	1 - Very Important	64	74.4	74.4	80.2
	2	6	7.0	7.0	87.2
	3	3	3.5	3.5	90.7
	4	2	2.3	2.3	93.0
	5 - Not At All Important	6	7.0	7.0	100.0
	Total	86	100.0	100.0	



Ques 17 - Many times, the court dates for criminal cases are continued to another date. Was your case continued?

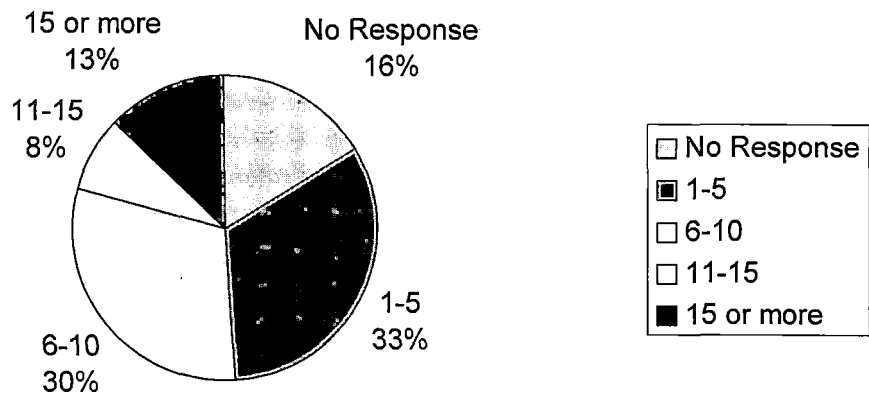
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	8	9.3	9.3	9.3
	No	5	5.8	5.8	15.1
	Yes	73	84.9	84.9	100.0
	Total	86	100.0	100.0	



Ques 18 - If yes, approximately how many times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	14	16.3	16.3	16.3
	1-5	28	32.6	32.6	48.8
	6-10	26	30.2	30.2	79.1
	11-15	7	8.1	8.1	87.2
	15 or more	11	12.8	12.8	100.0
	Total	86	100.0	100.0	

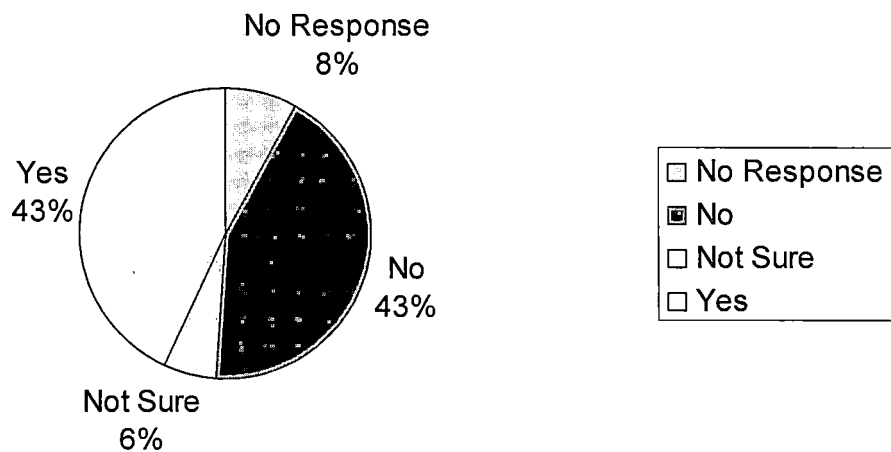
Number of Court Date Continuances



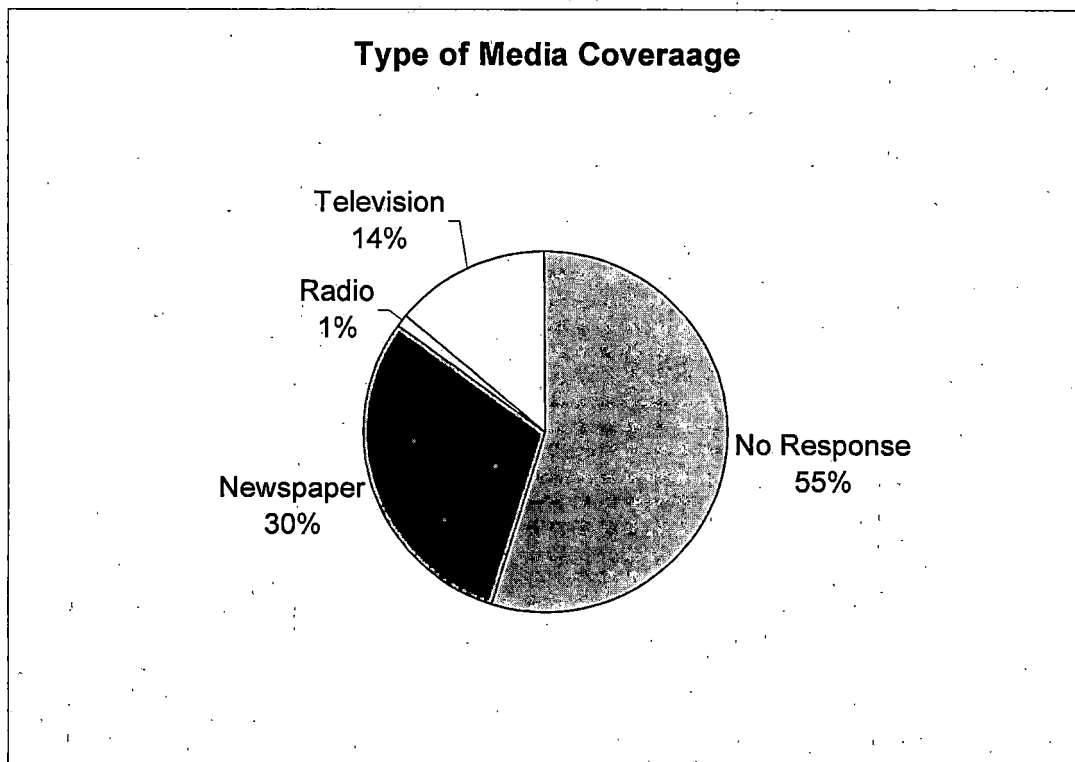
Ques 19a - Did your case receive media coverage?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	7	8.1	8.1	8.1
	No	37	43.0	43.0	51.2
	Not Sure	5	5.8	5.8	57.0
	Yes	37	43.0	43.0	100.0
	Total	86	100.0	100.0	

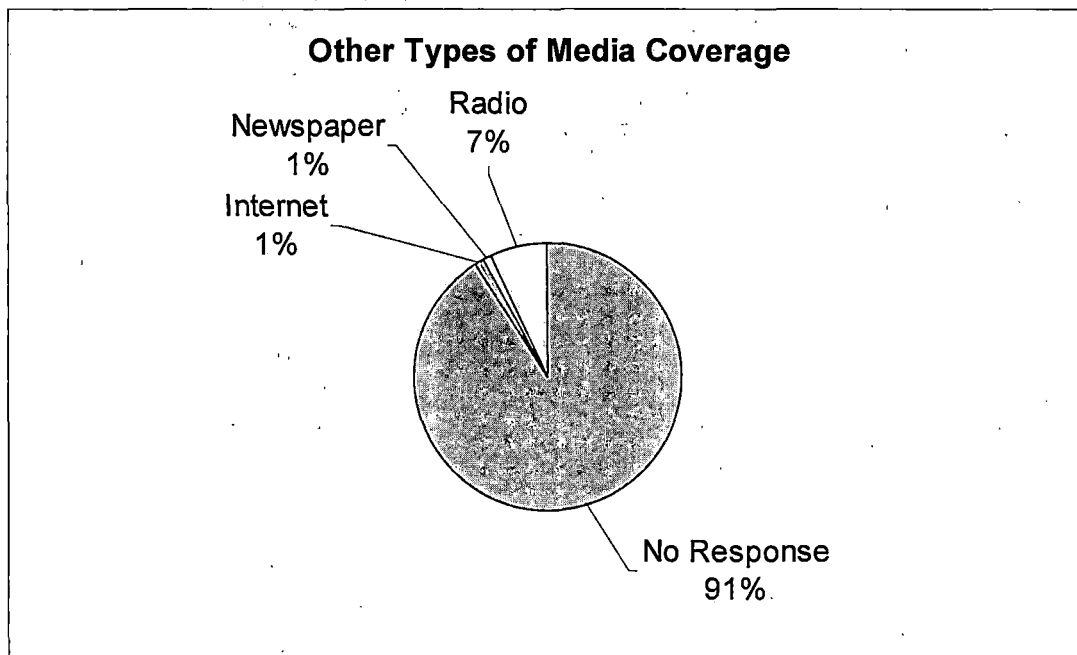
Media Coverage of Case



Option 19b - If yes, what type.		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	47	54.7	54.7	54.7
	Newspaper	26	30.2	30.2	84.9
	Radio	1	1.2	1.2	86.0
	Television	12	14.0	14.0	100.0
	Total	86	100.0	100.0	

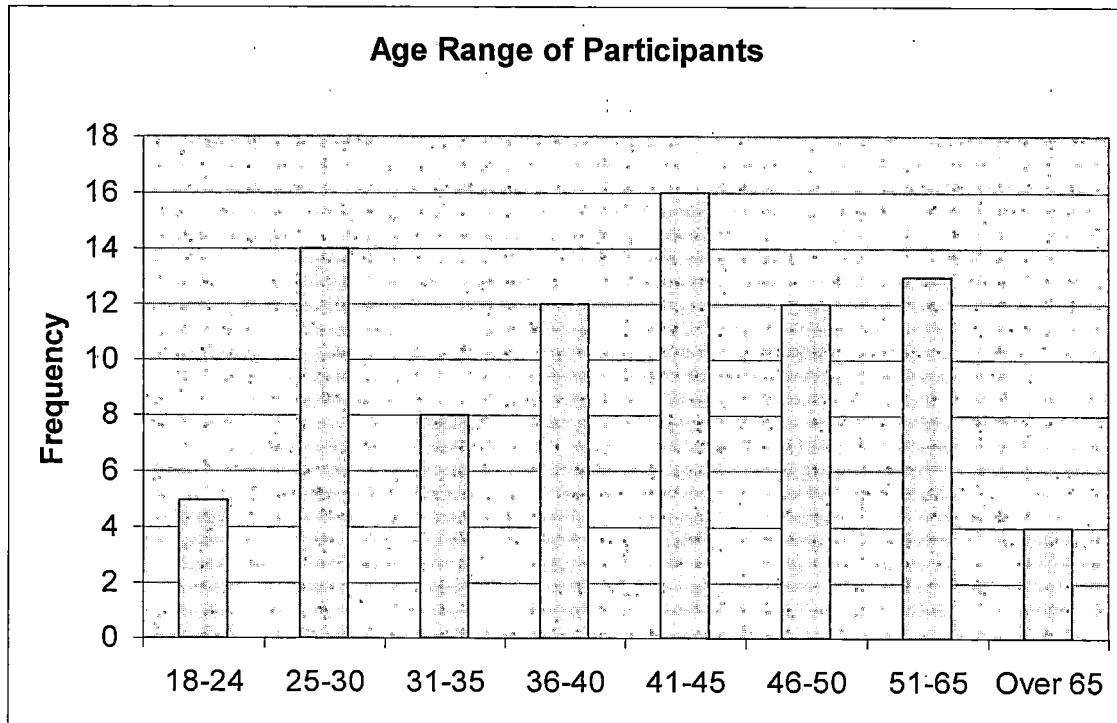


Option 19Oth - Other (write-in).		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	78	90.7	90.7	90.7
	Internet	1	1.2	1.2	91.9
	Newspaper	1	1.2	1.2	93.0
	Radio	6	7.0	7.0	100.0
	Total	86	100.0	100.0	



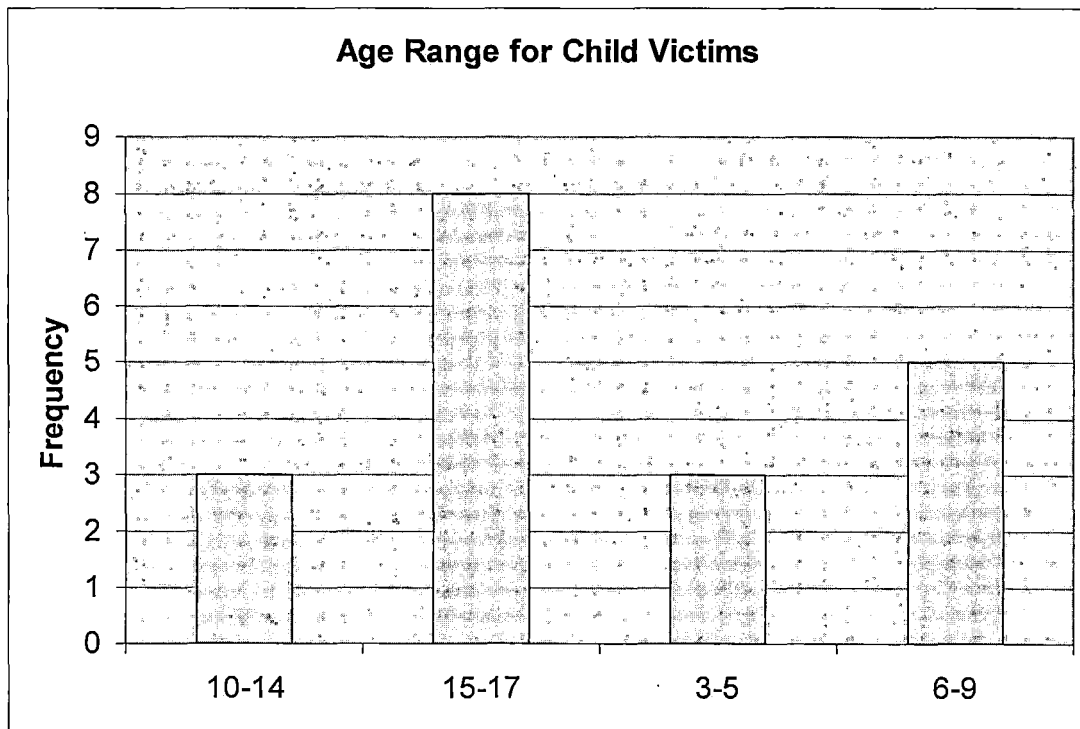
Ques 20 - Please indicate your age range:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	2.3	2.3	2.3
	18-24	5	5.8	5.8	8.1
	25-30	14	16.3	16.3	24.4
	31-35	8	9.3	9.3	33.7
	36-40	12	14.0	14.0	47.7
	41-45	16	18.6	18.6	66.3
	46-50	12	14.0	14.0	80.2
	51-65	13	15.1	15.1	95.3
	Over 65	4	4.7	4.7	100.0
	Total	86	100.0	100.0	



Ques 21 - If you are the parent/guardian of a child victim, age range of the victim:

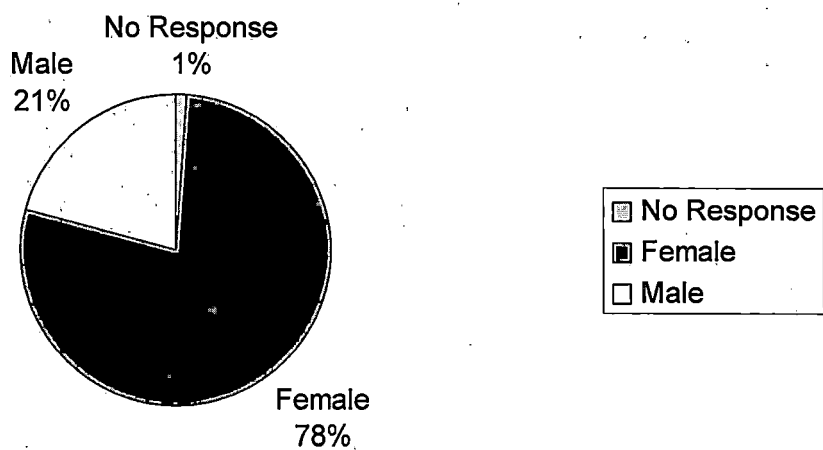
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	67	77.9	77.9	77.9
	10-14	3	3.5	3.5	81.4
	15-17	8	9.3	9.3	90.7
	3-5	3	3.5	3.5	94.2
	6-9	5	5.8	5.8	100.0
	Total	86	100.0	100.0	



Ques 22 - Please indicate your gender:

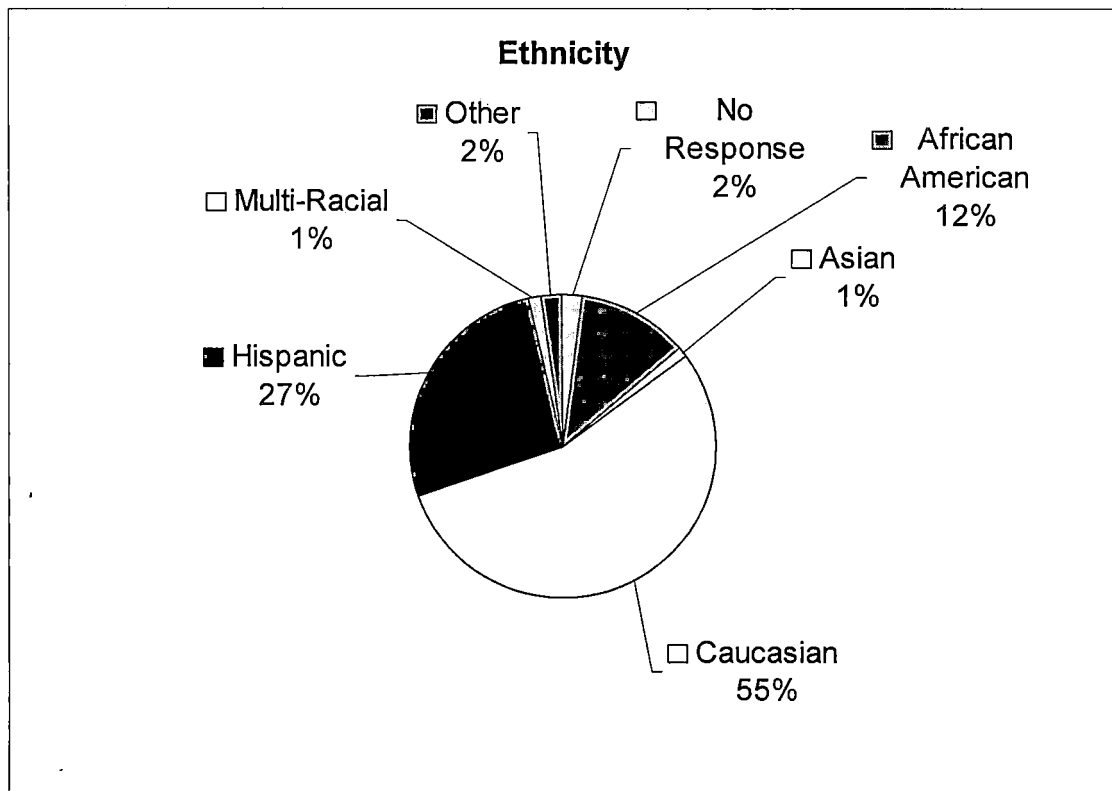
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	1.2	1.2	1.2
	Female	67	77.9	77.9	79.1
	Male	18	20.9	20.9	100.0
	Total	86	100.0	100.0	

Gender of Participant



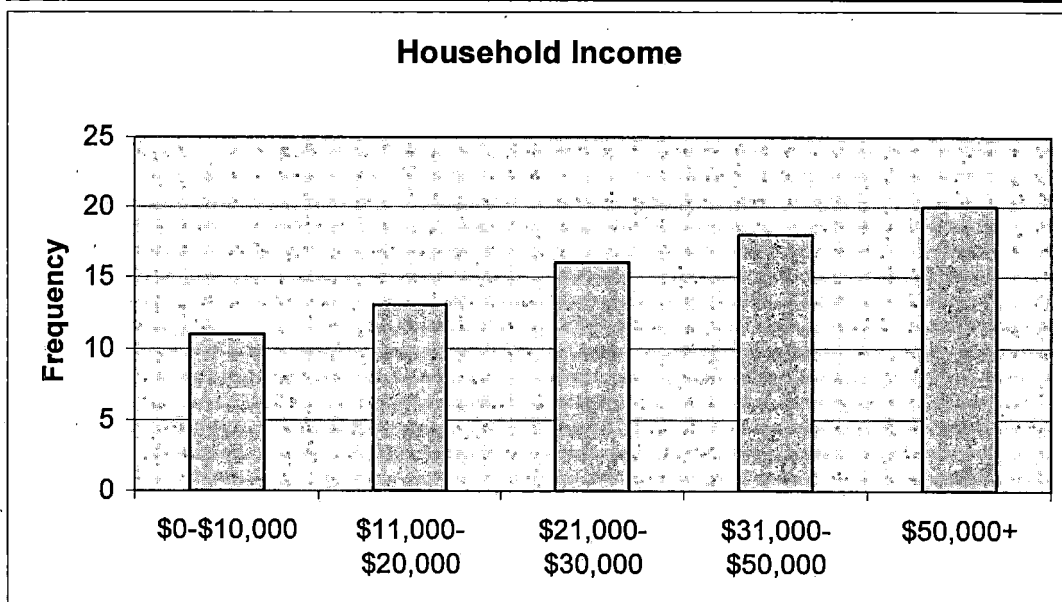
Ques 23 - Please indicate your ethnic background:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	2.3	2.3	2.3
	African American	10	11.6	11.6	11.6
	Asian	1	1.2	1.2	15.1
	Caucasian	47	54.7	54.7	69.8
	Hispanic	23	26.7	26.7	96.5
	Multi-Racial	1	1.2	1.2	97.7
	Other	2	2.3	2.3	100.0
	Total	86	100.0	100.0	



Ques 24 - Please indicate the category that best represents your total household income for 2002:

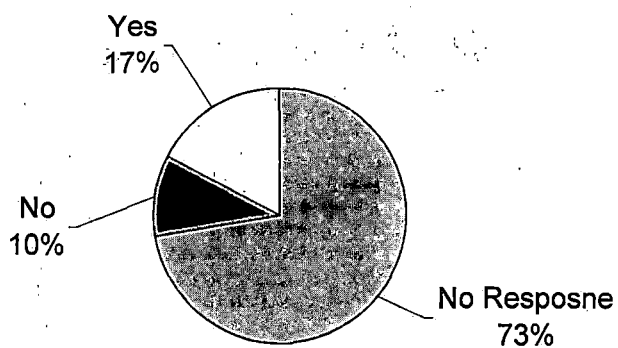
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	8	9.3	9.3	9.3
	\$0-\$10,000	11	12.8	12.8	22.1
	\$11,000-\$20,000	13	15.1	15.1	37.2
	\$21,000-\$30,000	16	18.6	18.6	55.8
	\$31,000-\$50,000	18	20.9	20.9	76.7
	\$50,000+	20	23.3	23.3	100.0
	Total	86	100.0	100.0	



Ques 27 - My case is ongoing and has not concluded as of this date.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Resposne	62	72.1	72.1	72.1
	No	9	10.5	10.5	82.6
	Yes	15	17.4	17.4	100.0
	Total	86	100.0	100.0	

Case Is Ongoing



APPENDIX C
ANECDOTAL RESULTS

Survey ID	Survey Question 25
5	
6	I don't know, they did such a good, don't see need for improvement
7	
8	When a DA takes on a case they should always take the time to explain their case and what to expect. But most of all they need to give the victims and their families 100% of their time to them.
9	
10	Would of liked more advice on handling matters.
11	There communication was outstanding.
12	More support groups for victims.
13	That is difficult-no one complained and you felt it was good.
14	Lawyers should keep in touch even after the verdict is issued, if restitutions are awarded and to see if the wishes or demands of the court have been complied with, like in our case.
15	
16	I really never got a chance to communicate with the district attorney so I could not comment.
17	
18	
19	
20	
21	
22	None - I found it to be adequate.
23	
24	Don't know.
25	I don't know.
26	By keeping in touch with them a good listener.
27	Says we are going a good job already.
28	Talk to them, be more accesible
29	Have no idea - we should have more rights than def.
30	I didn't think anything else needed to be done.
31	n/a
32	More written communication.
33	The communication has thus far been excellent.
34	I feel things as far as notification from the DA could have been a bit stronger, but it wasn't all

	bad.
35	Just by keeping them informed, as a victim you don't want to rock the boat so you tread water, you're careful how you approach to Dis. Atty off
36	
37	Include updates & closure concepts. Include family opinion. Notify family of issues. *Never have been given info on crime scene.
38	They have done everything there is to be done in my son's case. They helped me through the hard times and I still talk to DA.
39	Speaking about my district attorney, she did communicate and I was satisfied.
40	Need to understand how victims feel and that it is not just a legal matter. Communication needs to be from the beginning and continue throughout.
41	We had excellent communication.
42	The District Attorney's Office should telephone the victim and/or send letters informing on what is going on with the case. I had to call to find out what was going on with my case. The case I had filed was not sent to the DAs office until 1 1/2 yrs. late
43	Even though we felt frustrated in the beginning and in the dark as to what was going on, all in all, we were kept informed of what was happening.
44	If all attorneys were to walk in the shoes of DDA XXXX they would be excellent prosecutors.
45	I feel that once a DA decides to prosecute a case then he/she should have a meeting with the family and the advocate to let them know what's happening and what will happen.
46	
47	Everyone did wonderful.
48	Keep victims informed of where they are at with the case - COMMUNICATE.
49	Actually call & talk with us and if they want to make a plea at least warn us.
50	Communication is good, advocate is a good resource and available to talk.
51	
52	

53	The communication with your office was the only way I had of being kept updated on my case. Thank you very much!
54	
55	If the DA would spend a little time with the family (sometime during trial) we would feel more involved.
56	
57	I don't really know.
58	To sit down with the families and let them know what they need to bring forward for a successful prosecution.
59	
60	
61	By making telephone calls.
62	Hire more staff.
63	Needs no improvement.
64	
65	
66	Nothing to improve.
67	The only person to help me was the victim advocate Mrs. XXXX no body else.
68	
69	We were fortunate to have a good relationship with the DA's office, I felt that it was important for my family to always be available whenever we needed to be contacted.
70	
71	I felt the DA did not fully understand the seriousness of my injuries and had he of would have been more aggressive on the prosecution of my case. DA was not sensitive towards my needs & feelings.
72	In my case I feel that everything is fine and the support and understanding for each person.
73	Our experience was excellent. Our DA was courteous & worked w/ our victim advocate and kept her informed which kept us informed.
74	
75	
76	I am very pleased with the way DDA and his office has treated me and my husband. We met during the preliminary hearing in January. He always answers my questions and is very patient and shows concern.

77	My experience with the district attorney and victim advocate was very good. I felt that they truly cared and did everything possible for the case. They kept in contact with me and cared deeply about the situation.
78	They can have better follow up of the case.
79	
80	I feel the DA's office did the best they could in some areas. I don't know the inner workings well enough to comment.
81	I believe true sympathy would go a long way. It should be more than just a job. At times it felt like for them it was just a job.
82	Being out of state, it is very difficult to have information. We as a family wanted to be at many of the court hearings but was not possible. A letter after each case and the happenings would be nice.
83	Talk to victims before you make a deal. We still don't know what happened to one of the three who robbed our home. Crime occurred in Sept. of 2001.
84	Keep doing what you're doing.
85	
86	I was pleased with Advocate, very kind person.
87	The only improvement I would suggest would be inform the victim of any changes in court dates ahead of time if possible.
88	My only words to that is honesty in very possible way that is so important and needed.
89	I really think Advocate did such a fantastic job returning my calls and always saying the right things to help me through the worst times of my life. She and DDA were the best!
90	Just do it. I received zero communication from the district attorneys office. Months later I went to them asking to help get XXXX taken care of and they still provided little help.

Survey ID	Survey Question 26
5	
6	For what it was, it was a pleasant experience
7	
8	<p>I am very disappointed in how the DA's office handled this case. There was no communication between the DA and the victim.</p> <p>DA and the first meeting with the victim was very positive. DA said he was going to take this case to trial and ask for the maximum term for the damages done to the victim.</p>
9	
10	
11	
12	Not letting the crimes be plea bargained, less continues of the case.
13	A lot better than I thought.
14	We have been neglected for the last 5 months from receiving our monthly restitution. We have contacted Mr. XXXX of San Bernardino County collection department, deputy district attorney, also investigator. DDA stated that he is putting a package together to go before the Judge. Now the comment, why has it taken this long?
15	The courtroom atmosphere was hostile - the defendants parents were present and they caused us a lot of grief; but the DA and support person were wonderful.
16	I was very diappointed the fact that I was almost killed by the attacker and they released him. I was never informed about what was going on in my case. The only person that keep me inform was advocate. She has been very good to me. It just disapoint me that someone that comitted attempted murder on me was released just like that. That was a serious crime that left me scarred.
17	The case with my daughter received a lot of media attention which made it difficut for me and my wife but with the help of the victim advocate she was able to relieve a lot of the stress our family has been through. She helped with counseling for my

	family and called me every time the court date was continued.
18	The DA kept me informed and let me make descisions regarding the case and my daughter. The victim advocate was perfect. She kept me informed every step of the way and stayed with me the whole time.
19	I was pleasantly surprised at how much communication the advocate engaged in with me. She even called me on weekends to keep me informed. The attorneys working my cases (my two stepsons attacked me) fought hard to remove the boys from my home. I'm grateful.
20	The DA kept me informed all throughout the process and helped me get in touch with the victim advocate who was also very considerate and helpful in getting counseling for my children.
21	The victim advocate help me and my family to relocate to a different state and a new home. I wish the case had not been continued so many times.
22	I felt the DA and the victim advocate worked together to make my 2 daughters that had to testify to feel very comfortable. The atmosphere in the court room was very uncomfortable for me as the defendents family members were there. Advocate was able to mediate with court staff on my behalf so I was not harrassed.
23	None of the DA items is applicable to me, since the "perp" is still free to assault old ladies, etc. I told the police - if they catch him, just shoot him dead as he's resisting arrest. Saves time & money!
24	A good experience, people were awesome in DA office.
25	Wonderful, supportive, just great!
26	Stay in touch w/ victim.
27	No comment.
28	Think the DDA should make more attempts to talk to victims, said it was impossible to get hold of DDA. Victim advocate was helpful.

29	W/ DDA I feel I was treated different because I am gay and DDA felt he couldn't win case. DDA did not talk to me personally - didn't like his attitude.
30	No other comments - considering that I had a bad thing happen, I was helped through the process.
31	All wonderful for having to be here.
32	The victim advocate was very helpful to me. She was able to find me a counselor that I could really relate to and talk about the rape.
33	The victim advocate has been a blessing to our family during this very emotional time. She updates me on the case via e-mail and telephone. She stayed in court with me during the prelim and made the time to go with me and the detective to the crime scene. DA has made time to answer my questions and offer support.
34	My victim advocate was excellent. She is the best person who is concerned, even after all is said and done. Advocate is the best.
35	When I went in w/DDA I felt he didn't have our case in its best interest. Politics need to go out the door, when discussing family's case. Took plea because I was afraid of what judge would do.
36	
37	Was very upset over delays and actually killer still not caught (though know who she is) in over 5 months.
38	I have to say they were great and I thank them for everything that they have done for me. I still think that the county Sheriff's office needs to do their job when it comes to unsolved murder cases. My brother was also murdered and when I started sending letter asking about it they told me that I watch too much TV and that there's nothing that they will do.
39	Communication is the key to serve the community.
40	Communication, empathy for victim and family.
41	We were very grateful to DA, Advocate and the Redlands police. We felt we were in great hands the whole time.

42	The DA didn't receive my case until a year & a half later. I am very upset. I filed my case the next day I was a victim of crime and didn't hear anything for over a year and now they say it's too late. Justice was not served.
43	If it hadn't been for the compassion of Advocate and the determination of DDA to win, I don't know how our family would have made it through our ordeal. Since all of this was so new to us, it was reassuring to know there were people out there helping fight the wrong that was done to our daughter. We are eternally grateful for everything.
44	My family and I are okay with the DAs off. And many thanks to XXXX victims of crime advocate.
45	We have 2 advocates in our case who were there for us. If they didn't have an answer to our question, they went and found out the information. They always returned our phone calls & were there just to listen when we needed to talk about how we felt.
46	
47	Advocates & DDA are all very helpful & keep us up to date.
48	Not send victims home and try the case after they send you home.
49	"COMMUNICATE"
50	Everyone should have an advocate on their case to handle the emotions that come to the surface during court.
51	
52	The advocate on my case helped me a lot. It would have been very hard without her support. She helped me get my restraining order and to get counseling for my kids. I owe her a lot.
53	I was very happy with the successful prosecution of my case. Your office was very professional and courteous. I greatly appreciate everything your office has done for me and my daughter.
54	Your office did a great job with my case.
55	DA needed to be more aggressive.
56	Need more Spanish speaking police officers. They translated wrong and the wrong information was in the newspaper. It made the case more confusing for the DA.

57	
58	Advertisement is very important. I never knew about your program before this happened to me.
59	Just keep doing what we're doing, keep communication lines open with DA.
60	
61	
62	Maintain courtesy they currently give and provide services and guidance of what they currently do. Maintain sensitivity.
63	My experience has been good.
64	
65	You did a very good job keep it up. Thank you!
66	Find ways to keep the defendant's family separated or away from the victim's family.
67	I would like to know why I never was call for to testify in court and why my case was close with many evidences to see. I feel my case was not conducted in good way, like it happened to me and the justice do nothing to the guilty person, the corruction continue because the law do nothing.
68	I believe that the victim and the criminal should never share a waiting area or a hallway while waiting to enter the court room. It was a very painful experince for victims family members to watch criminal walk around freely, while our family members deceased.
69	In our case the system seemed to always favor the defendant and in protecting his rights. My question is what about the rights of the victims when their life is taken so are there rights. The laws need to be changed to protect us as well. Also victims are not allowed any information as far as police reports, discoveries, etc. Laws need to be changed. We were very fortunate to have a good relationship with our DA and several other DA's along the way. And the way the defendant can drag his case along.
70	
71	
72	Everything is fine in how people are treated and the support that is given.

73	Our family has criticisms, I do feel however that some type of flowchart and/or other explanation of how the court system works would have been helpful. We were very unfamiliar with the hearing processes, continuances, what a prelim was etc. However - our advocate & DA did explain this all to us and always returned our phone calls. We could have coped without them, especially the advocate.
74	Note to Advocate: "XXXX - Anything for you! You were so good to us & we will never forget how you made a difference in our lives. Thank you."
75	
76	Advocate has been very helpful explaining the process of how the court works. She takes the time to listen to me and is there when I'm having a hard time (after losing my daughter). She met us in Needles for the prelliminary hearing. It was so nice to have her there.
77	In my case I felt they did a wonderful job and were the most caring people I have met. I couldn't ask for better treatment and I think they are all doing a wonderful job and I would like to thank all of them.
78	I was under the impression, that full restitution was to be made for all medical bills. I was informed later that they would only cover what insurance did not.
79	Great communication between PD, DA, advocate, and victim.
80	I can't believe that this case has taken this long! I feel that the victim should have rights too - I had none - I was at the mercy of EVERYONE'S schedule. I asked to speak to the judge to be off this case, no one would let me. I know the man they have is not the person who carjacked me - it was a kid but I have had to wait 4 yrs. to settle this! I know this is the best system we have, but this is ridiculous.
81	I have never been in this situation before. Victims need to be carefully guided thru the court process. You may know the court system but we don't. Please put yourself in our shoes. We lost loved ones and it hurts!

82	I feel my sisters case has been shuffled around in the California Court system, it seems to be ongoing with no results. Being all family out of state very hard on us, we would all want to be there and present in court at all times. Our victim advocate has been very helpful.
83	Get the victims involved & let them know what is happening.
84	DDA did an outstanding job on the case. Advocate kept the family informed extremely well, and offered great support.
85	
86	
87	I really appreciate all the help I received from my victim advocate. She kept me aware of all the court proceedings. She was my life-line to the court system! Thanks, XXXX!
88	The case is as far as relocation assistance and counseling arrangements have yet to be made. I know that there are procedures to follow, however my son and I are still waiting.
89	From DDA XXXX to DDA XXXX to DDA XXXX. They were all great in handling our case. They take great pride in their work and made sure justice prevailed.
90	I had no ideal, the DA's office should have been in contact with me. I was never informed of the plea bargain and was not notified when the charge dropped from a felony to a misd. When my husband received 60 days work release for kidnapping me, terrorist threats and taking me 5 miles into the desert to kill me. Let me say I felt more abused by the justice system than the one being prosecuted abused me. It was traumatic to me as the original incident.

APPENDIX D
ORAL INFORMED CONSENT TEXT

ORAL INFORMED CONSENT TEXT

Hello, _____ this is Advocate's name.

How are you?

The Bureau of Victim Services is in the process of evaluating service delivery and communication channels in the District Attorney's office. We are trying to determine whether victims and their families are being kept informed as their case moves through the criminal justice system, if they are being asked for input regarding the case and whether they are receiving all services available to them through our office. In order to assess these areas of interest, we have developed a survey with 27 questions. We would be very interested in your opinion if you care to complete one of the surveys.

The survey is completely confidential. We ask that you not put your name, address or any information that might reveal your identity on the survey. There is a pre-paid return envelope that will accompany the survey. The envelope is addressed to our Victim Services Chief, Marilyn Kimball. She has not been informed which clients are receiving the surveys and will have no way of

identifying the respondents. We are asking that you return the completed survey within three (3) weeks.

The information we receive from the surveys will be tabulated by Mrs. Kimball and compiled into a report for the San Bernardino County District Attorney. It will also be used as primary data for a Master of Arts thesis Mrs. Kimball is completing at California State University San Bernardino.

APPENDIX E
DEBRIEFING STATEMENT

DEBRIEFING STATEMENT

The majority of the questions are simple yes/no questions or rating types of questions. There are a few questions that ask for your comments. If you begin to answer the questions and discover the questions are bringing up feelings about the crime or the criminal case, please feel free to discontinue the survey. If you would like to contact me at anytime while you are completing the survey, please feel free to do so. It might be an excellent time for us to talk about issues that you are dealing with.

If you would like to contact Marilynn Kimball at any time, please feel free to reach her at (909) 387-6384. She will be happy to answer any of your questions.

If you would like to obtain a copy of the results of this study, please contact Professor Kevin Lamude at (909) 880-5815 at the end of Winter Quarter 2004.

CLOSING STATEMENT

With this information in mind, may I send you a survey?

APPENDIX F
SURVEY
CONDENSED VERSION

District Attorney Office Location:

1. Please rate the following regarding your experience with the District Attorney's Office.

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>
Promptness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Did a Victim Advocate assist you?

☐ Yes ☐ No

- b. If yes, how would you rate Victim Advocate services overall?

Excellent Good Fair Poor

3. Did you speak with a Deputy District Attorney regarding your case? ☐ Yes ☐ No

- b. If yes, please rate your satisfaction with the level of communication.

Excellent Good Fair Poor

4. If a member or members of our staff was/were especially helpful, please let us know so we may show our appreciation.

5. Would you like a Victim Advocate to contact you for assistance? ☐ Yes ☐ No

If yes, please complete the optional Contact Information on this form.

Do you have any suggestions to improve our service?

Additional comments:

Contact Information (optional – please print)

Name

Address

City

 Zip

Phone (

)

 E-mail

E-mail: da@da.sbcounty.gov

Thank you for your comments.

Your opinion will make a difference.

Please drop this card in the Comment Box before you leave today, OR, fold, tape and place in U.S. mail. No postage is required.

The Office of the District Attorney

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